



Quality & Construction: How to Develop a Quality Management System for Your Construction Firm

Jack Patterson, Danny Morton, Katy Griffin

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Shows step-by-step how to build a quality management system for any size construction firm. To survive and grow in the construction business these days, you need to have a competitive weapon. And with this book you'll have a powerful weapon that enables you to consistently meet the highest expectations of your customers through effective and efficient project management, construction management, contract administration, change management, productivity enhancement and organizational effectiveness. Based on the latest ISO-9001 guidelines, this book shows step-by-step how to construct a quality plan that is based upon a specific project's contractual obligations, while taking into account your company's business plan and its workforce. You'll discover how the quality plan you develop will attract new business and achieve greater customer satisfaction. You'll see how to develop standardized procedures for such processes as training and continual improvement, and how they can lead to increased productivity and increased revenue. You'll be able to achieve new levels of waste and cost reduction, and ensure the proper materials are ordered and properly delivered. You'll also be able to achieve new and sustainable levels of productivity, and pass on the resulting savings to your customers, enabling you to lower your bids and win a greater number of contracts! In today's market, "business as usual" just won't fly. If you're looking to build a rock-solid platform for continuing growth, there's no need to look further than this book. It clearly spells out a step-by-step program that even the smallest construction firms can use to improve and streamline every aspect of their business, from design control, purchasing, and operations, to training, product handling and jobsite management.

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