



# **Implementing Quality Control and Assurance in Construction Training Course**

**Ref: #CON9630**



## **Course Introduction / Overview:**

This training course is designed to equip construction professionals, quality managers, and project engineers with the strategic and technical skills needed to master quality control (QC) and quality assurance (QA) in the construction industry. In today's competitive market, delivering a project that meets or exceeds client expectations is a critical driver for improving profitability and reputation. This program, offered by BIG BEN Training Center, provides a comprehensive framework for understanding the core principles of quality management, from various inspection techniques and auditing processes to compliance and continuous improvement. We will explore key concepts such as ISO 9001 standards, Total Quality Management (TQM), and the use of quality checklists. The curriculum is informed by the academic work of authors like J. M. Juran, whose work, particularly his trilogy on quality, provides a foundational and detailed understanding of the principles behind a successful quality program. This course goes beyond a simple overview of inspections to provide a deep understanding of how to implement a real-world system that ensures project quality, risk mitigation, and client satisfaction. We prepare participants to be leaders who can build more efficient and profitable construction initiatives.

## **Target Audience / This training course is suitable for:**



- Quality managers and engineers.
- Project managers.
- Site supervisors.
- Civil engineers.
- Contracts administrators.
- Compliance officers.
- Auditors.
- Government agencies and equivalents.

### **Target Sectors and Industries:**

- Construction.
- Real Estate Development.
- Architecture and Engineering.
- Manufacturing of building materials.
- Infrastructure.
- Quality Management.
- Building Inspections.
- Government and public administration agencies.

### **Target Organizations Departments:**

- Quality Assurance / Quality Control.
- Project Management Office (PMO).
- Operations.
- Engineering.
- Contracts.
- Compliance.
- Auditing.
- Strategic Planning.



## **Course Offerings:**

By the end of this course, the participants will have able to:

- Implement a comprehensive Quality Management System (QMS).
- Distinguish between quality assurance and quality control.
- Conduct effective site inspections and audits.
- Ensure regulatory compliance and adherence to standards.
- Develop and use quality checklists and documentation.
- Apply root cause analysis to quality issues.
- Improve operational processes for better quality.
- Measure and report on project quality performance.

## **Course Methodology:**



This training course uses a highly practical and case-study driven methodology. The program is built on real-world examples of successful and challenging quality management scenarios in the construction industry. Participants will work in teams to develop a complete quality plan for a hypothetical construction project, applying the tools and frameworks learned in the course. We will use interactive workshops to practice skills like auditing and quality control inspections. The curriculum is designed to be a collaborative experience where participants can share their unique challenges and innovative solutions. Our trainers, with extensive experience in the field, will provide direct feedback and guidance throughout the course. BIG BEN Training Center is committed to providing a dynamic and practical learning environment, ensuring that participants leave with the skills and confidence to effectively manage construction quality.

## **Course Agenda (Course Units):**

### **Unit One: Foundations of Quality Management**

- Defining quality in construction.
- Quality Assurance (QA) vs. Quality Control (QC).
- The role of a Quality Management System (QMS).
- ISO 9001 and other relevant standards.
- The cost of poor quality.
- Developing quality culture.
- Case studies in quality failures.

### **Unit Two: Quality Planning and Documentation**



- Creating a comprehensive quality plan.
- Developing a Quality Manual.
- Quality checklists and forms.
- Inspection and Test Plans (ITPs).
- Documentation and record-keeping.
- Setting quality objectives and metrics.
- The importance of traceability.

### **Unit Three: Quality Control and Site Inspections**

- On-site inspections.
- Material testing and verification.
- Workmanship standards.
- Non-conformance reporting.
- Root cause analysis.
- Corrective and preventive actions.
- Field measurements and tolerances.

### **Unit Four: Quality Assurance and Auditing**

- The purpose of a quality audit.
- Internal vs. external audits.
- Preparing for an audit.
- Conducting a quality audit.
- Reporting audit findings.
- Subcontractor quality management.
- The role of continuous improvement.

### **Unit Five: Strategic Quality and Risk Management**



- Integrating quality and risk management.
- The role of data analytics in quality.
- Lean construction and quality.
- The future of quality in construction.
- Strategic leadership for quality.
- Career pathways in quality management.
- The impact of technology on quality.

## **FAQ:**

### **Qualifications required for registering to this course?**

There are no requirements.

### **How long is each daily session, and what is the total number of training hours for the course?**

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

### **Something to think about:**

How can a deeper understanding of quality control and assurance empower construction professionals to move beyond simply meeting standards and become strategic leaders in creating superior projects that build a legacy of excellence and trust?

### **What unique qualities does this course offer compared to other courses?**



This training course is unique because it provides a dedicated, strategic focus on quality management in construction. While other programs may cover general quality principles, our curriculum is designed to empower professionals with the specific skills needed to address the unique challenges of a construction site, from implementing a Quality Management System (QMS) to conducting on-site quality audits. The program is a hands-on experience, with exercises that directly simulate the challenges and decisions involved in a real-world quality control or assurance scenario. We go beyond theoretical concepts to provide a clear, actionable roadmap for balancing the demands of a complex project with the imperative of delivering a successful project with superior quality. This course is for professionals who want to lead their organizations toward a more efficient, profitable, and innovative future.