



Assessment task 4 – Develop a quality management plan

Purpose of assessment

This assessment task addresses the skills and knowledge required to manage quality within construction projects. It covers determining quality requirements, implementing quality assurance processes and using review and evaluation techniques to make quality improvements in current and future projects.

This assessment task accounts for 30% of total assessment.

Cut and Paste the Questions below into a text editor such as WordPad or Microsoft Word and answer the questions. Include both the Text file and the PDF Assessment Cover Sheet in your submission.

Assessment task

Read the case study and using the skills and knowledge you obtained during study in this unit develop a quality management plan for the project. The plan must include all the information and documents discussed in Section 1.15 including agreed quality requirements in the project plan. You will also need to develop appropriate questionnaires and survey tools.

The format of the plan is up to you however, it must provide all the required information in an appropriate manner and logical sequence.

Details of the project

A building organisation is about to start construction of four shops with two floors of eco-friendly apartments. The job includes the demolition of an existing petrol station, car service bays and a tyre repair workshop on the site.

Attached to the back of the building is a storage shed with walls constructed using asbestos cement sheets.

On one side of the site is a doctor's surgery with landscaped gardens and high trees along the boundary. There is no fence along this boundary. At the rear of the property, there is a primary school oval and on the other side, there are more shops.

There is a drainage easement at the rear of the property and a grate over a drainage access pit in front.

As project manager, you will be required to manage all stages of the building lifecycle that includes the following activities:

- Obtain quotations from subcontractors
- Select and engage appropriate subcontractors
- Revise the budget

- Make sure appropriate permits have been obtained
- Make sure all contracts and other documentation are in order
- Commence construction activities
- Monitor progress
- Make progress payments
- Approve variations
- Arrange inspections
- Complete works
- Arrange final inspections
- Issue certificates
- Hand over
- Manage retentions and remedial work
- Finalise payments.
- Complete documentation

To develop the plan, you are required to:

- determine stakeholder requirements and develop quality objectives, standards and expected quality levels
- select and use established quality management methods, techniques and tools to determine preferred mix of quality, capability, cost and time
- explain the processes for identifying quality criteria, obtaining agreement from a higher project authority and communicating to stakeholders, to make sure of clarity of understanding and achievement of quality and overall project objectives
- explain how you intend to measure and document results of project activities throughout the project lifecycle to determine compliance with agreed quality standards
- identify potential causes of unsatisfactory results and recommend appropriate actions to a higher project authority to enable continuous improvement in quality outcomes
- explain how you intend to conduct inspections of quality processes and quality control results to determine compliance of quality standards to overall quality objectives
- explain how the quality plan will support effective recording and communication of quality issues and outcomes to a higher project authority and stakeholders
- document the review processes and explain the implementation of agreed changes continually throughout the project lifecycle to make sure of continuous quality improvement
- discuss review processes that will enable you to measure project outcomes against performance criteria to determine the effectiveness of quality plan and inform future decisions.
- If you need clarification about any of the previous instructions, please contact your tutor.