



LIVE IN-PERSON: 12-15 SEPTEMBER 2021
DUBAI WORLD TRADE CENTRE

ONLINE: 22 AUGUST - 17 NOVEMBER 2021

METHODS FOR ENHANCING CONSTRUCTION QUALITY & PRODUCTIVITY

PRODUCTIVITY A CULTURE FOR SUCCESS

Speaker : Allison Wicks

14:45 PM /7TH DECEMBER 2022/Methods for Enhancing
Quality and Productivity



Allison Wicks MCIQB

Quality Integration Specialist



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I am passionate about all things “Quality”.

Over 18 years working in construction within the commercial and residential sector, working my way up from entry-level positions to founding and running my own company Qualitaz

A passionate educator, developing and implementing effective strategies to help clients deliver high-quality projects and improve efficiency in their organizations.

Responsible for the transformation of operations, and the digital conversion of a number of mega projects including;

- Museum of the Future Façade
- Expo2020
- Cleveland Clinic
- F1 Abu Dhabi

Chartered and serves on the Hub Committee for the Chartered Institute of Building, Dubai.



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Quality



Question to the Audience

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Common Quality Misconceptions



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“Quality is the finished product, the aesthetics”

“We have always done it this way”

“We don’t have time”

“It costs money if you want good quality”

“If it isn’t on the clients list, we aren’t doing it”

“It’s not my job, this is done by the QA/QC Department”

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What is Quality?



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“Quality means
doing it right
when no
one is looking.”

- Henry Ford

First Impressions

Part 1 of Seaside Development



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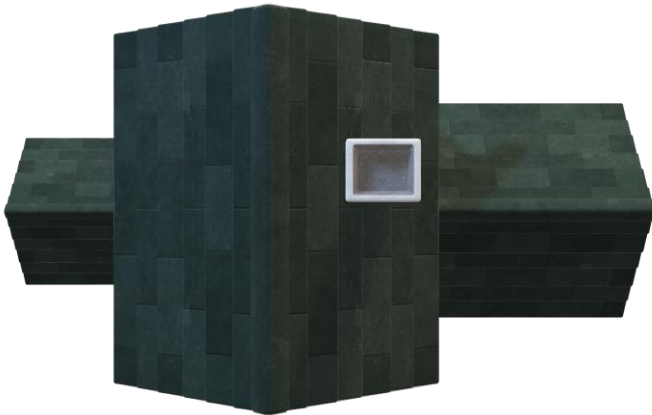
Discoveries onsite

Part 2 Hostage Situation



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Lessons Learned

- Quality is in everything! (personal barriers to overcome).
- It is about having standards.
- Procedures and processes alone do not create results.
- People need to feel included & Involved. Change can be difficult
- Keep pushing forward consistently with quality goals.
- The need for training and coaching at any stage of your career.
- Implemented Quality procedures improves customer satisfaction
- Decision-making comes from the Top Management – Lead by example



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Quality is ...

1. Reducing the risk of not meeting customer, stakeholder, statutory, and regulatory requirements.
2. Understanding Customer and Stakeholder needs.
3. Your products and services have the best design to fit to suit your customer's needs and satisfy your customers.
4. Making sure that the whole organisation and products remain fit for purpose and are effective.
5. Continually improving products, services, systems and processes.



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Be Mindful that ...

- You must never assume that there is a culture of Quality





What Can Go Wrong ?



Grenfell Tower Fire



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Where to start ?

Where to start ?



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Take each one of your procedures, and explore how you can prevent defects and errors through each stage.

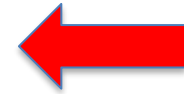
Include tools and activities to check the performance of each risk area.

Understand the parameters for what you will measure against. (Codes, standards, internal standards)

Identify the risk of not meeting your plan, and have a prepared solution ready

Test when the product or stage is ready to be inspected.

Measure the performance and monitor the results.

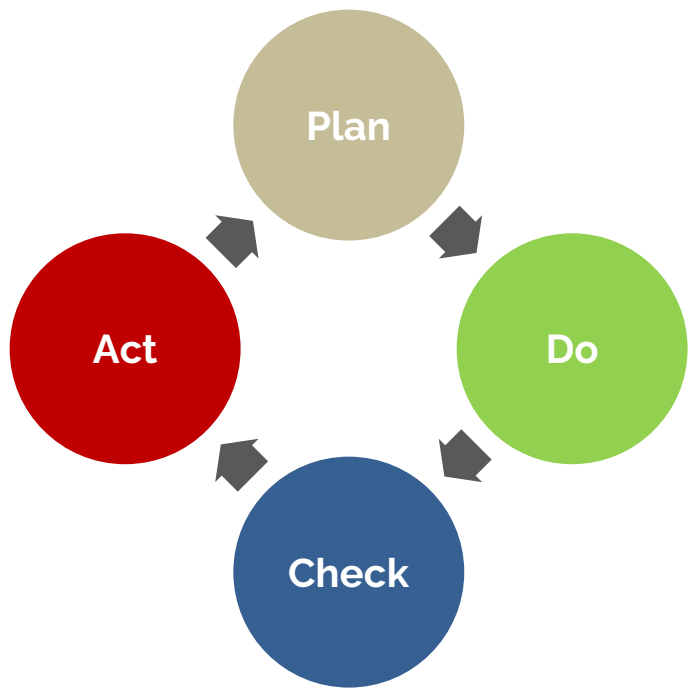


Quality Management
System (QMS)



How to...

- 🗣 Policies
- 🗣 Resources
- 🗣 Objectives



- 🗣 Continual improvement.
- 🗣 Preventative action
- 🗣 Corrective actions

- 🗣 Processes
- 🗣 Training
- 🗣 Implementation

- 🗣 Audits
- 🗣 Inspections
- 🗣 Testing
- 🗣 Analysis of data



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Would you wait until you hit the camel
and buy a new car?



THANK YOU

