

SFT CORPORATE PRIORITIES



NET
ZERO



SUSTAINABLE
PLACE



INCLUSIVE
GROWTH

SFT Outcomes

Demonstrating progress with impact

PRIMARY OUTCOME

SECONDARY OUTCOMES

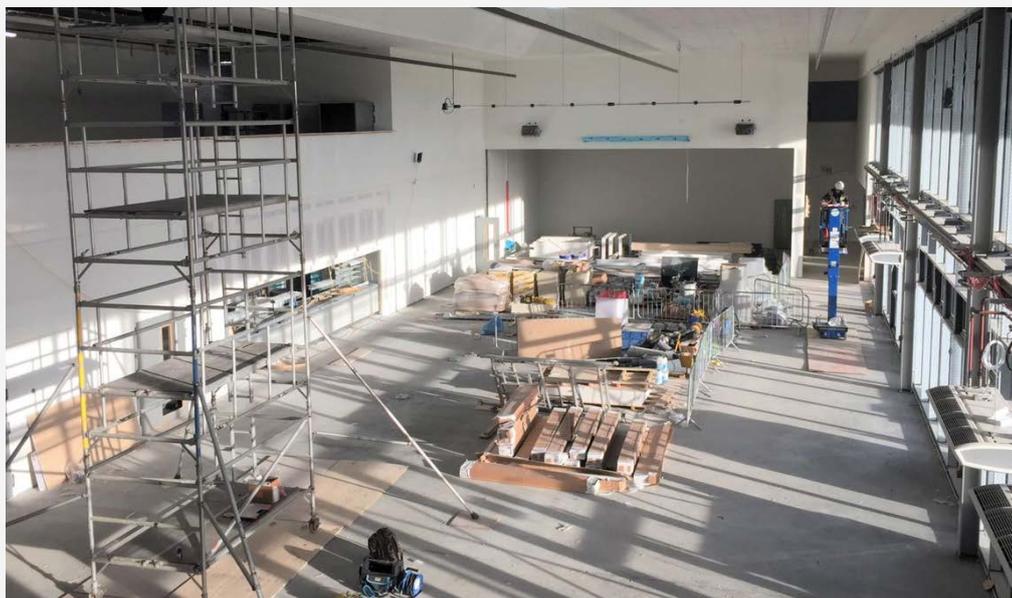
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INNOVATIVE CONSTRUCTION INDUSTRY WITH INCREASED PRODUCTIVITY, HIGH-QUALITY AND FAIR WORK

07

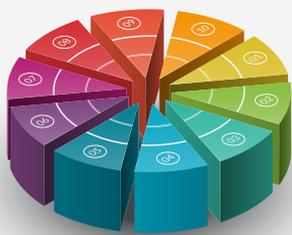
Focus on construction quality to deliver 'get it right first time' pledge



A series of well publicised events, including, Edinburgh Schools and the DG One Leisure Centre, each accompanied by subsequent reports into the causes of the failures in quality on these projects, created a loss of confidence in the public sector's ability to successfully manage the procurement, design, construction and delivery of compliant building projects to the level of quality expected.

To address concerns, in 2018 SFT launched the Construction Quality Assurance Initiative (CQAI), with the objective to come alongside projects to encourage a collaborative dialogue between clients, delivery partners, designers, contractors and sub-contractors about achieving a compliant, high-quality outcome.

To develop the CQAI further, SFT identified four pilot projects to review the processes, procedures and management of construction to raise the prioritisation of achieving quality to the highest level.



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Alness Academy, being delivered by hub North for Highland Council was one of the pilot projects selected. SFT provided support and assistance to the pilot project teams in developing a focused approach to quality, with ideas and approaches shared between the four pilot projects in the initiative.

A proactive and collaborative approach to getting work right in the first place, and achieving the required standards of quality, was adopted. This included:

- Dedicated meetings and workshops on quality
- Effective use of technology (for quality records and photo-capture of the work) shared with all stakeholders
- Engagement with the supply chain at all stages specifically on quality
- Utilising lessons learned from previous projects so as not to repeat the same mistakes
- Extensive benchmarking of quality standards

As a result, the total number of snags and re-work recorded on the quality system during the whole construction process was dramatically lower than many projects at completion.

All contractors involved in the pilot projects are adopting the enhanced approaches to achieving quality first time across their projects.

SFT has been sharing the approaches to quality across other programmes of work, including the Learning Estates Investment Programme and the NHS' National Elective Centres, working with the procuring authorities and project teams to embed a get it right quality culture.

Philip Shannon, Design Consultancy Manager, The Highland Council, said: "The extra focus on quality really did make a difference to the quality and the team's ability to pick up and address potential quality and workmanship issues before they became a real problem. The focus on quality was worthwhile and gave the Council a better outcome."

Sean O'Callaghan, Frameworks Director, Kier Construction, said: "As a business, we are rolling out the lessons learned in the pro-active management of quality on Alness, across all our projects. We see the benefits it brings to the projects, our clients and us as a business."