

Chartered Institute of Building Construction Quality Commission

Call for Evidence on Construction Quality

30 October 2017

The Chartered Institute of Building

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A message from Paul Nash, Immediate Past President and Chair of the CIOB Construction Quality Commission



The tragic events at Grenfell Tower focussed the attention of government, industry and society on the consequences of poor quality in construction.

But it was only the latest in a series of well publicised cases, both in the UK and internationally, which have served to highlight the fact that our industry is failing to consistently deliver the right standards of quality in the buildings and infrastructure that we create and manage.

And it is a situation which has consequences for the reputation of our industry and for those of us who work within it.

As the professional body responsible for the management and supervision of construction, the Chartered Institute of Building has a duty to respond to this issue, acting in the public interest.

In June we announced that we were forming a Commission of Past Presidents to investigate the issue of quality in the construction sector and what needs to be done to improve it.

Since that announcement, the Commission has been meeting to agree the actions that we will undertake to ensure that, collectively, we achieve the required standards of quality at all stages of the construction process. The Commission's terms of reference are outlined below:

- To encourage a new quality culture to instil pride in the work of the construction sector.
- To improve the quality of the product, people and process, whilst recognising the regulatory, statutory and compliance requirements for design, off-site assembly and site production in the construction sector.
- To instil a greater awareness of quality in construction in the education and training of CIOB members and the wider construction community.
- To recognise the role of government, clients/owners, the design team, contractors, site production team, and subcontractors in the delivery of quality.
- To recognise the reality of constraints (quality of people and training, and skills availability) on the workforce and the fragmentation of the supply chain.

To help inform the work of the Commission and to understand in greater detail what the current issues are, the CIOB is launching a call for evidence to gather views, data and substantiation from members, the construction sector, government and other interested stakeholders.

Responses to the call for evidence will help the CIOB shape its work on improving construction quality and provide an evidence base to draw on. The Commission is looking for clear evidence to identify what improvements are necessary to achieve high standards of quality in the product, people and processes throughout the construction sector. This includes highlighting examples of good practice that others can learn from, as well as poor practice that is to be avoided at all costs.

A full list of the questions we are seeking evidence can be found later in this document.

This call for evidence will remain open until 17:00 GMT on **Friday 15th December 2017**. Evidence that presents potential solutions and innovations that will provide opportunities to improve quality will be prioritised. Please do not feel obliged to answer all questions; partial submissions focusing on a particular topic will be welcomed.

As professionals we all have a responsibility for the reputation of our industry and, most importantly, the wellbeing of those who use the buildings and the infrastructure that we create.

Your experiences and views matter and will help to shape both the work of the Commission and the future of our industry.

Thank you for your support.

A handwritten signature in black ink, appearing to read 'P. Nash', with a large, stylized initial 'P' and a long, horizontal flourish extending to the right.

Paul Nash MSc PPCIOB
Immediate Past President
Chartered Institute of Building

Guidelines for submission

- Please submit evidence in Word or PDF form by email to quality@ciob.org.uk
- If submitting evidence in this way, it should include a brief introduction about yourself/your organisation and the reason for submitting evidence.
- The evidence must clearly state who the submission is from (i.e. whether from yourself in a personal capacity or sent on behalf of an organisation) and must include contact details, as well as your country of residence.
- If you would prefer, you can submit evidence to the call for evidence via our dedicated survey here: <http://ciobqualitycallforevidence.questionpro.com>
- This call for evidence seeks views and evidence from anyone with relevant knowledge, expertise or experience to help inform the CIOB's Commission. We strongly welcome views from a wide range of interested parties internationally (e.g. CIOB members, businesses that operate throughout the built environment, clients, government, academics, training organisations, representative bodies etc.) Please respond to questions that are relevant to you or your organisation's expertise; we do not expect respondents to answer every single question.
- If your evidence includes any supplementary documents such as case studies or data, these should be emailed to quality@ciob.org.uk alongside your main response.
- Upon submitting evidence and providing contact details, you agree for the CIOB to contact you to follow-up on your submission. Your data will not be used for any other purpose.
- We hope to invite respondents to give oral evidence to the Commission during sessions in the New Year.

Questions we are seeking evidence on:

1. In your view, what are the three biggest issues impacting construction quality?
2. Can you provide examples of poor practice construction quality?
3. Can you provide examples of good practice construction quality?

4. Do you believe that current management of quality in terms of the below three areas is adequate?
 - Supervision
 - Sign-off
 - Workmanship
- 4a. If no, how can the management of quality at these levels be improved?
5. Do you think existing regulations, codes and standards are adequate to achieve good quality construction?
- 5a. If no, can you identify why they are inadequate?
6. Do you believe construction quality is taught effectively at educational establishments?
7. Do you have any views or suggestions on how to improve knowledge and training on construction quality for the existing construction workforce?
8. Are existing certification schemes and qualifications fit for purpose to achieve good construction quality? Consider wide-ranging quality management systems such as ISO9000 as well as smaller-scale certification schemes.
- 8a. If no, how could they be improved?
9. In your experience is value engineering adhering to its principles, or has it become a cost-cutting exercise?
10. To what extent do you think that attitudes, behaviours and corporate culture are affecting the achievement of quality in the construction process? Do we need to change these behaviours and, if so, how can that best be achieved?
11. What role does innovation and technology have to play in improving construction quality? Can you provide any examples or evidence?

12. What one thing could the CIOB do to make the most difference to construction quality?
13. What one thing could national government(s) do to make the most difference to construction quality?
14. As the CIOB is the professional body for construction management and leadership, we have deliberately asked for evidence around issues of management, supervision and education as these are areas we have the ability to directly influence. However, we welcome any additional comments you may have about construction quality not covered here and recommendations to improve it.

Clarification questions on the call for evidence can be sent to the CIOB by contacting quality@ciob.org.uk or +44 (0)1344 630 735