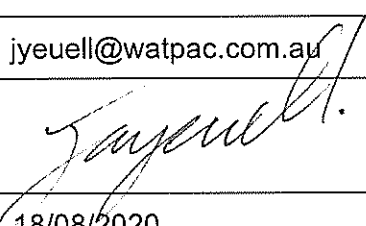


BSBPMG513 MANAGE PROJECT QUALITY

Practical Task 1	
Description of task: A suitable observer is to verify the participant's ability to manage quality within projects, including: - Determining quality requirements - Implementing quality control and assurance processes - Using review and evaluation to make quality improvements in current and future projects These tasks may be simulated or real. The participant is to gather evidence of how they have completed each component of the Practical Task, which is to be submitted with this Practical Assessment sheet. The observer is to provide detailed comments on the tasks completed by the participant. The assessor is to verify the observer's comments in the Assessor Comments section, and provide the Practical Assessment outcome on the front cover of this document.	
Resources required: Project documentation (including quality criteria, evidence of quality monitoring and improvement practices), Computer and appropriate software.	
Assessment of task	
Name of participant:	Benjamin Dickson
Name of observer:	Jasper Yeuell
Role of observer (Confirm suitability to sign)	Contracts Administrator
Email address of observer	jyeuell@watpac.com.au
Signature of observer:	
Date:	18/08/2020
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.
1 Determine quality requirements	
1.1A. Seek input from stakeholders to determine quality objectives and standards.	☒
1.1B. In a quality management plan, document: - Quality metrics for the project and product output - Agreed quality requirements	☒
1.1C. Select established quality management methods, techniques and tools to resolve quality issues.	☒
1.1D. Distribute, discuss and support quality requirements with project team and stakeholders.	☒
1.1E. Implement agreed quality requirements as the basis for performance measurement.	☒
2 Implement quality processes	
1.2A. Undertake a quality assurance audit of project processes for compliance with agreed plans.	☒

1.2B.	Assess quality control of project and product output according to agreed quality specifications.	☒
1.2C.	Identify causes of variance to quality metrics and undertake remedial action.	☒
1.2D.	Maintain a quality management system to enable accurate and timely recording of quality audit data.	☒
3 Implement project quality improvements		
1.3A.	Review processes and implement agreed changes continually throughout the project life cycle to ensure continuous quality improvement.	☒
1.3B.	Review project outcomes against performance requirements to determine the effectiveness of quality-management processes and procedures.	☒
1.3C.	Identify and document lessons learned and recommended improvements.	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory		

OBSERVER COMMENTS

An assessment was conducted on how the quality assurance and control standards were maintained on this project. This was achieved primarily using QA required subcontractor matrices, registers i.e concrete tracking, consultant inspections and other various forms. This was stipulated within the Head Contract and then reflected within Watpac's own QA procedures in conjunction with our existing QA to ISO9001.

At the commencement of the project the site team and QA Manager agree on a set of Quality control measures which are required of subcontractors such as, inspection test records and ITP's. Discussion were had with these items and audits were conducted on multiple subcontractor records to ensure compliance with relevant building practices and Australian standards.

At the completion of the project discussions were had on what could be done or "lessons learnt" to improve quality of future projects. A review of the Lessons Learnt register was conducted. This register is updated periodically and contains information such as QA errors which can be rectified on upcoming projects. Any other issues are logged and tracked accordingly and addressed in the project team de-briefing and assessed by management for further input and implementation.