

Manage project quality – Practical task 1

1.1A

Yes, I have received input from stake holders to determine quality objectives and standards.

- As per general building regulations
- Local council requirements
- Licenced / insured contractors

1.1B

General building regulations

All contractors are to abide by 'Building Code of Australia'.

Subcontractors particular standards have been listed below.

These are outlined in the project plan as well as in the individual's contracts.

Resource Name	Standard / Quality
Cabinet maker	AS 4386:2018
Carpenter	AS 1684.2-2010
Tiler	AS 3958.1—2007
Painter	AS/NZS 2311
Electrician	AS 3000
Plumber	AS/NZS 3500
Stone mason	As per sample
Shower screen installer	As per sample
Plasterer	AS/NZS 2589:2017
Cleaner	All surfaces cleaned to project managers standard

Local council requirements

The Gold Coast City Council requires plans to be approved by them prior to starting works.

An inspection is required before the walls are closed up and another inspection is required upon completion.

Licenced / Insured contractors

All contractors are required to be licenced and insured.

A copy of all contractor's licences and insurances are to be verified prior to starting works.

1.1C

Quality Assurance

The project integration process will be audited on a weekly basis by the project manager.

Quality Control

Internal QA audits will be completed at the end of each stage by the project manager.

Task 7 – demolish bathroom

Task 12 – install window (this is the last task before sheeting the walls)

Task 13- sheeting walls

Task 17 – tiling

Task 27 – touch up paint

Task 28 – clean

Audits by council

Task 13 – sheeting walls

Task 28 – after clean

1.1D, 1.1E

QA – Demolish Bathroom

Date of inspection: _____

Item	Pass	Fail	Notes
Have all walls been stripped back to bare studs ready for new sheeting?			
Have the floor tiles been removed and floor ground back ready for tiler?			
Has water and electricity been reinstated to the rest of the house?			
Has rubbish been removed from site?			
Is the site tidy and professional?			

1.2A, 1.2B

QA – Prior to sheeting walls

Date of inspection: 11/9/2020

Item	Pass	Fail	Notes
Have all walls been straightened ready for sheeting?	YES		
Has all services been installed in walls e.g. Plumbing and electricity?	YES		
Are all services in the correct locations?	YES		
Has rubbish been removed from site?	YES		
Is the site tidy and professional?		FAIL	The carpenter has rubbish everywhere
Has council done their inspection?	YES		
Are the walls ready for sheeting?	YES		
Does the sheeting company have correct licences and insurances?	YES		

1.2C

(Email to: Carpenter)

RE: Emma's Bathroom

We write to advise that the house keeping on this project is unsatisfactory.

There are trip hazards everywhere and rubbish has not been put in the bins provided.

We therefore direct you to complete rectification of this issue by 12/9/20.

In the unlikely event that you do not rectify within timeframe we will have to engage others to rectify at your expense.

Thankyou.

Yours faithfully,

Daniel Pyett

1.2D

Yes, the project manager has been allocated for QA on the Gantt chart after the completion of different tasks to ensure they are not forgotten about.

These QA forms have been made up prior to the job starting and are simple tick lists so they can be completed efficiently.

The QA forms are done on a tablet computer and they are all stored in the cloud for reference at a later date.

1.3A

Yes, there has been change which needed the process to be changed.

The customer required the bath waterspout to come from the floor instead of the wall.

The walls had been sheeted and the floor waterproofed.

This meant the wall sheet had to come off, the pipe rerouted, the wall re sheeted and then the floor re waterproofed.

1.3B

Yes, the effectiveness of quality management processes and procedures are adequate as the project ran well. The only issue noted was the plumber didn't install pipes in the correct location. But because of the QA Audit (Prior to sheeting walls - date of inspection: 11/9/2020) this issue was identified and rectified early.

If it wasn't for the QA Audit, the wall sheets, waterproofing, tiling etc. would have continued to be installed and it wouldn't be until the end when the plumber goes to fit off when the issue is noticed. This would have been far more expensive and time consuming to rectify.

Prevention over inspection 😊

1.3C

Lessons learned

Our QA Audits are valid because if we didn't do it on this project the "Inspection" costs of rectification would have been high, and we would not have completed the project on time.

Tiling contractor overestimates their time period, which shortens everyone else's timeframe to complete the project. They need to be managed to complete the project in 5 days instead of 10. This needs to be agreed before the contract is given to them in the future.