

**IMPROVE QUALITY IN
YOUR BUSINESS**

CONSTRUCTTUITION

**Quality Training
Courses**



Construct Tuition

December
2023

WELCOME TO CONSTRUCTTUITION

We all make mistakes...

Having spent years in the construction industry we understand that mistakes happen on projects, for many different reasons.

A commitment to improving the **quality culture** must be lead by the **leadership team**.

A defining trait of an organisation with a true culture of quality is that **employees are empowered** to make quality decisions. Employees need to have the opportunity to participate in **training** to understand **best practise** and how to achieve it.

Some of the most inexperienced members of the project team carry out 80% of the **Quality Control** Tasks. But do they really know what they are looking at when they haven't been taught these practical skills during their education?

Do you have the time, expertise and the resource to explain the current best practise whilst delivering a project on time and on budget?

If the answer is yes then congratulations, if the answer is no, or not always, then please read on to find out what we offer.

Why Choose Us?

The courses we provide are industry based, practical and memorable. The learning outcomes can be applied the very next day, improving your business.

The advice and support provided comes from years of successful experience.

Contact us for more information via email
information@constructttuition.co.uk

OUR COURSES

Our Training Courses contain 3 core areas to improve quality in your business. Whether your company has ISO 9001 or not these 3 areas are important to growth financially and reputationally.

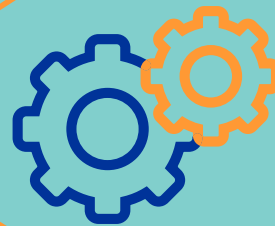
A Culture of Quality

How to setup the right Quality Culture for success



Quality Assurance - Plans & Processes

Inspection test plans and non-conformance reporting



Quality Control - Inspecting Skills

Combatting common issues and errors



COURSE OVERVIEW

A Culture of Quality



Quality Assurance - Plans & Processes



Quality Control - Inspecting Skills



Description

How to setup the right Quality Culture for success.
 This course is designed for the Leadership team, either starting a new programme of works or reviewing the effectiveness of their current quality culture.

Inspection test plans (ITPs) & non-conformance reporting (NCRs).
 This course explains Quality Assurance in construction. How to create useful and usable ITP's. Investigating and reporting NCRs so they don't happen again, driving continuous Improvement.

Combatting common issues and errors.
 This course is designed for those inspecting the works. It is based on quality control of construction activities. Teaching the skills needed in inspection so that the frequency of errors can be significantly reduced.

Value added

- Communication of company values.
- Understanding customer value.
- Alignment of Leaders strategic quality objectives
- Awareness of the financial cost of poor quality
- Supports 9001 accreditation

- Plan for success.
- Reducing over processing of documentation.
- Improves client satisfaction - Errors dealt with swiftly and effectively.
- Reinforces commitment to continuous improvement.
- Supports 9001 accreditation

- Saving money by reducing the frequency or errors.
- Promotes employee Development
- Assures competency in your team.
- Cuts the Carbon generated from rework and waste.
- Reinforces commitment to continuous improvement.
- Supports 9001 accreditation

ISO 9001 Alignment

- Section 5: Leadership
- Section 7 : Support
- Clause 7.3 : Awareness
- Clause 9.3 : Management Review
- Section 10 : Improvement

- Section 6: Planning
- Section 7: Support
- Clause 8.1: Operational planning and control
- Clause 8.7 :Control of nonconforming outputs
- Clause 10.2 : Non-conformity and corrective action

- Clause 7.2 : Competence
- Section 8 : Operation
- Clause 8.4: Control of Externally-Provided Processes, Products and Services
- Clause 8.5: Production and Service Provision

Who Should Attend ?

Senior Leaders	✓		
Project Managers	✓	✓	
Site Agents	✓	✓	
Section Engineers	✓	✓	✓
Graduate Engineers		✓	✓
Placement Students		✓	✓
Apprentices		✓	✓
Foremen / Supervisors		✓	✓

A Culture of Quality

How to setup the right
Quality Culture for success



Overview

This course is designed for the Leadership team of the Company, either starting a new programme of works or reviewing the effectiveness of their current quality management system.

- How to improve the culture in your organisation.
- Why we need processes,
- The difference between Quality Management, Quality Assurance and Quality Control.
- Continuous improvement, what it looks like at a project and portfolio level.

Training Objectives

On completion of this course you will be able to

- Recognise the need for processes.
- Understand the difference aspects of quality.
- Define continuous improvement activities in your organisation.
- Identify the next steps to improve the culture in your organisation.

Who Should Attend ?

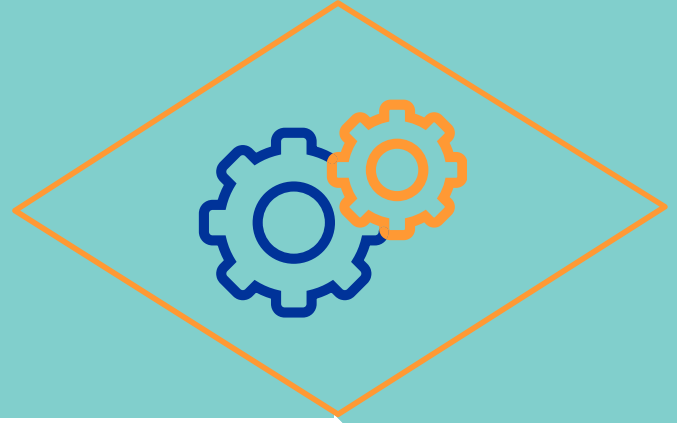
Senior Leaders	<input checked="" type="checkbox"/>
Project Managers	<input checked="" type="checkbox"/>
Site Agents	<input checked="" type="checkbox"/>
Section Engineers	<input checked="" type="checkbox"/>
Graduate Engineers	<input type="checkbox"/>
Placement Students	<input type="checkbox"/>
Apprentices	<input type="checkbox"/>
Foremen / Supervisors	<input type="checkbox"/>

We like to understand where your company is on it's quality journey, so we can align the training.
A pre-course call with the team/person responsible for quality will be completed.

Contact us for more information via email information@constructtuition.co.uk

Quality Assurance - Plans & Processes

Inspection test plans and
non-conformance reporting



Overview

This course is designed for the Mid-level leaders, Project Managers, Site Agents and the Engineers on the Projects. It explains

- What is Quality Assurance is in construction?
- The logic behind Inspection and test plans with practical exercises to get you started on creating useful and usable ITP's.
- Why Non conformances Reports (NCRs) should be viewed positively, as an opportunity to learn.
- How to investigate and report NCRs so the don't happen again.
- Continuous Improvement in Quality assurance.

Training Objectives

On completion of this course you will be able to;

Inspection and Test Plans (ITPs)

- Identify the purpose of ITPs.
- Recognise the systematic layout of an ITP.
- Apply your knowledge to create a draft ITP.

Non-Conformance Reports (NCR)

- understand the Non Conformance process
- Complete a root cause analysis
- Apply your knowledge to implement continuous improvement.

Who Should Attend ?

Senior Leaders

Project Managers

Site Agents

Section Engineers

Graduate Engineers

Placement Students

Apprentices

Foremen /
Supervisors



Quality Control - Inspecting Skills

Combatting common issues
and errors



Overview

This course is designed for those inspecting the works, engineers, forepersons, client representatives, placement students and apprentices.

It is based on construction activities, such as Reinforced concrete, Drainage, Piling and Foundations etc.

We use our experience of issues on construction sites, to teach the skills needed in inspection so that the frequency of these errors can be drastically reduced. The modules are delivered on site, at our clients projects, whilst the activity is ongoing where practical.

We have a list for you to choose from below, but we can also tailor this to our clients needs, as part of their ongoing training requirements or as a preventative action to issues encountered.

Insitu- Concrete	Reinforcement	Drainage	Earthworks	Road Pavement	Piling
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Training Objectives

On completion of this course you will be able to;

- Identify the Top 3 Common Issues for that activity.
- Understand how the inputs and outputs of these process has an effect on the overall quality.
- To apply your knowledge to reduce the frequency of these errors occurring.

Who Should Attend ?

Senior Leaders

Project Managers

Site Agents

Section Engineers

Graduate Engineers

Placement Students

Apprentices

Foremen /
Supervisors



If you're not sure of any details of how our training can help your business, or if there is something more specific to your project or situation then please drop us an email or give us a call on

+44(0)7425 279957

Lorna.Hagan@ConstructTuition.co.uk

Once we know a bit more about your company and the specific challenges you are facing. We will work with you, to understand the issues you are facing, and how we can help.