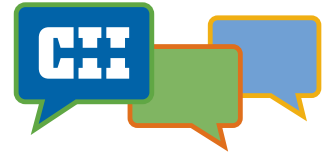


COMMUNITIES for BUSINESS ADVANCEMENT

CBAs provide a platform for collaboration on current problems through productive inquiry and enhanced knowledge sharing among CII members. CBAs produce research topics and programs for consideration by CII.



Quality Management

Are You and Your Company Really Serious About Quality?

The Quality Management Community for Business Advancement (QMCBA) is a formal venue for the exchange of quality management principles, practices, and related knowledge to enhance the performance of capital facilities projects. **If you're not a part of this community, then can you REALLY be serious about Quality?**

The QMCBA brings quality leaders from across the breadth of CII's member companies that share a vision of guiding CII members to enhanced project performance through quality management and related practices. The goal of its members is to communicate best practices and tools for successful implementation of quality processes leading to improved business outcomes.



Our objective is to take a close look at new technologies and breakthrough ideas in an effort to implement those in the planning and execution of capital facility projects. The QMCBA is tasked with enabling effective quality management and related practices to drive measurable improvements. Knowledge sharing, lessons learned, and communication will be key in this effort.

Value Proposition

Quality is foundational to a safe, productive, and efficient project meeting end user expectations. By assuring that desired objectives are planned, documented, and acceptance criteria are agreed upon, the project team can drive continuous improvement. Successful performance of a project depends on quality in every aspect and phase of the project.

Only through such planning can the project team be confident that the project will be delivered on time, within budget, while providing a reliable product meeting all expectations. This includes providing a high confidence level that no latent defects or unsustainable components have become a part of the final facilities.

The Impact of CII

on each member company is different and depends on their knowledge of CII research. However, it has been recorded that:



Each \$1 spent on the PDR I (Project Definition Rating Index) process can save \$25 in return.



Cost or Rework (Cost of Poor Quality) is roughly 3.2% of typical Project Costs. See CII Research Topic 153.



Good Quality Management principles are the only means for mitigating CFSI (Counterfeit, Fraudulent, Sub-standard items). See RT 264 & RT 307.

Quality Management is a process that encompasses the resources, procedures, and tools for the planning, defining, inspecting, monitoring, auditing, and surveilling of all phases of the capital project life cycle. This includes design for quality, criticality assessment, Inspection & Test Plans (ITP's), quality issue management (NCR's, etc.), management of change, and all aspects of continuous improvement.

JOIN THE QUALITY MANAGEMENT CBA!

How We Operate

Like Safety, keeping Quality visible and readily discussed is key to making measurable improvements. Similarly, lessons learned, management of change, and shared learnings are key Quality concepts. Gains in these areas are fostered by:

- Monthly conference calls and web meetings including a quality moment and roundtable discussions presenting quality actions, initiatives, and processes from each company
- At least one face-to-face meeting per year
- Meeting notes, presentations, and any other knowledge sharing deliverables are summarized and posted on the collaboration site

Deliverables

The QMCBA site has 11 Research Team Summaries which provide a tremendous amount of valuable information that is available to be put in practice.

To support the above we are focused on:

- Defining, reviewing, and maintaining quality management related success enablers and implementation aids for the purpose of achieving project quality success
- Supporting and encouraging the collection of data and development of metrics especially relative to the work of CII Research Topic 313 to facilitate the discussion and improvement of quality
- Identifying current and leading-edge quality management tools/ techniques and providing collaborative comment/opinion on them
- Developing and keeping a list of relevant topics that can be of benefit to QMCBA members
- Connecting with research teams related to this topic area to provide input and commentary
- Submitting related research theme/topic nominations to the Funded Studies Committee and/or Sector Committees and participating as a resource
- Developing and monitoring QMCBA metrics and report at least annually to the Deployment Committee on those metrics and trends
- Publicizing the activities of the QMCBA to the CII membership

Key Interactions

- Deployment Committee
- Funded Studies Committee
- Other CII standing committees
- CII Staff
- Outside speakers/Industry experts

Critical Success Factors

- Improved capital project performance, as the result of implementing project controls principles and practices
- Active owner and service provider participation, knowledge sharing, and learning
- Regular growth of the body of knowledge presented on the QMCBA collaboration site
- QMCBA deliverables are viewed by its members as a valuable contribution to their companies.

Some Areas of Interest

Criticality Assessment, Quality Principles, Metrics & KPI (Key Performance Indicators), Auditing, MOC, Lessons Learned, Continuous Improvement, LEAN, Inspection, Testing, Calibration, Causal Analysis/Investigation

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Get Involved!

We meet every 2nd Friday of the month at 9 am CST.

<http://go.cii.today/CBA>

