



# Quality Management in Construction Industry

how to ensure profit making projects through quality construction

CIDB

[www.zohlgroupp.com](http://www.zohlgroupp.com)

**COURSE CODE:** NT-LDR-13b

**LEVEL:** Intermediate

**LANGUAGE:** Bahasa & English

## OVERVIEW

Our Quality Management in Construction Industry Course is about managing and improving the construction process to profitably deliver what the customer needs. Quality Construction Process is about designing and operating the right process and having the right systems, resources and measures to deliver things right the first time. The subjects covered are a clear set of objectives for the delivery process, aimed at maximizing performance, concurrent design of product and process, from design to delivery. The results of seven pilot projects based on real construction projects around the UK have demonstrated productivity improvements of up to 50% in key processes.

## OBJECTIVES

1. The Quality Construction Process focus on eliminating waste in the construction site, implement lean construction.
2. Achieve success and profitability for undertaking projects and pursue perfection by continuous improvement.
3. Quality program tailored to the needs of construction but based on a successful Common Approach, enables companies to make real and measurable improvements to Quality, Cost and Delivery performance, and to improve partnerships with customers and suppliers.

## COURSE DURATION

2 days (9am—5pm)

Tea Breaks: 10:30am & 3:30pm | Lunch: 1:00pm-2:00pm

**Note:** Please contact our office for Training Date or visit our website for details ([www.zohlgroupp.com](http://www.zohlgroupp.com))

## METHODOLOGY

This program will be conducted with:

- Interactive Lecturers
- PowerPoint presentation
- Discussions
- Practical Exercise
- Role Play
- Case Study

## TARGET AUDIENCE

This comprehensive two-day course is designed for :

- Project Executive
- Project Supervisor
- Project Officer
- Project Manager
- Scheduler and Engineers
- Administration Officer

## LOCATION

Mindset Discovery Center™@ZOHL, M2-6-08, Level 6, 8trium Tower 2, Bandar Sri Damansara, Kuala Lumpur (other Regions please contact our office)

## COURSE CONTENT

### Module 1 - Introduction

- What is a Project? | What is a successful project?

### Module 2 - Managing A Project Professionally

- A Project's Lifecycle | How to run a successful project?
- The 4 Project Manager Roles | Leading and Motivating The Project Team

### Module 3 - Applying Quality Thinking to Construction

- The quality construction principles can only be applied fully and effectively in construction by focusing on improving the whole process. This means all parties have to be committed, involved, and work to overcome obstacles.
- What are 7 wastes?

### Module 4 - Quality construction principles:

- Establishing integrated teams of owners, architects, facility users, builders, specialty contractors, subcontractors and suppliers.
- Combining project design with process design, simultaneously designing the facility and its production process
- Stopping production rather than releasing a faulty assignment or product into the construction process.
- Decentralizing decision-making, empowering project participants and making the process transparent so any team member can see the state of the project.
- Requiring a simple, direct handoff between tasks in the work stream, with a clear way to request action and receive a response, to eliminate clogs between project phases.

### Module 5 - Master Scheduling System

Master Scheduling System is designed to produce predictable work flow and rapid learning in programming, design, construction and commissioning of projects.

Five elements of the Master Scheduling System

- Master Scheduling (setting milestones and strategy; identification of long lead items);
- Phase planning (specify handoffs; identify operational conflicts);
- Make Work Ready Planning (look ahead planning to ensure that work is made ready for installation; re-planning as necessary);
- Weekly Work Planning (commitments to perform work in a certain manner and a certain sequence); and
- Deep dive into reasons for failure, developing and implementing lessons learned).

### Module 6 - Quality Planning Techniques

Master schedule, 6 weeks plan, weekly plan:

- Get the right people there.
- No substitutes.
- Promote a global understanding.
- Lay down the Conditions of Satisfaction (COS).

Critical Success Factors:

- In depth understanding of construction processes and resources
- Responsibility and authority placed with the workforce
- Real time feedback on performance
- Training and multi skill

**Note:** course content may change upon revision by our trainer

Customized In-House Training Program is available in the following areas:

**Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Entrepreneurship | Soft Skills | Engineering | Telecoms | IT**

CALL US FOR DETAILS or VISIT OUR WEBSITE AT [WWW.ZOHLGROUP.COM](http://WWW.ZOHLGROUP.COM)



Sebarang pertanyaan sila hubungi Cik Niesa

ZOHL Consultancy Sdn Bhd (332967-D)(GST ID:000327831552)

M2-15-02, Level 15, 8trium Tower 2, Jalan Cempaka SD 12/5

Bandar Sri Damansara, 52200 Kuala Lumpur

T: 03.6279.9276 F: 03.6279.0663 HP: 013.398.1038 E: [plbk@zohlgroupp.com](mailto:plbk@zohlgroupp.com)



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## COURSE FEE

### KUALA LUMPUR

With Green Card: RM500.00 per person

Without Green Card: RM600.00 per person

### SEMENANJUNG (other than KL)

With Green Card: RM600.00 per person

Without Green Card: RM700.00 per person

### SABAH & SARAWAK

With Green Card: RM700.00 per person

Without Green Card: RM800.00 per person

(Fee inclusive of Course Material, Attendance Certificate, and Meals)

## CERTIFICATE

Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.

## CIDB CCD Points (Pending Approval from CIDB)

Requested: 20 (for CIDB-Registered Companies)

## REGISTRATION METHOD

1. **Online:** <http://zohlgroupp.com/training/> **OR**
2. Download this brochure at: <http://zohlgroupp.com/cidb-brochures/>
3. and fill up the required information. Then please fax to: 03.6279.0663
4. Or contact our office at: 03.6279 9276 / 013.398.1038

## FACILITATOR



**Vincent Rajkumar** - With over 19 years working experience specializing in Quality Management System, HSE Management System, Quality Assurance, Quality Control and HSE implementation in construction industry. Projects undertaken ranges from high-rise buildings, residential homes, commercial buildings, Malaysian International Trade and Exhibition Centre (MITEC), Queens Bay Shopping Mall (Penang Island) and JKR infrastructure projects.

He had successfully developed, implemented and certified previous organizations for Quality Management System and HSE Management System whom are Main Contractors locally and Sembawang (UAE) Pte Ltd in Abu Dhabi, UAE. He had also managed quality assurance and controls of products for project undertaken, achieving 70%, 75% and 85% for Qlassic Score (by CIDB) ranking above average for standard of workmanship quality.

He has wide hands-on experience as Safety and Health Officer and remarkable HSE performance for projects undertaken, whereby no major incidents / accidents occurred. In addition, he is experienced in liaison and dealings with relevant authorities or government agencies in regards to Quality and HSE.

Currently, he is tasked for leading and coordinating tender team (inclusive of internal depts. and external parties) for mega projects e.g. LRT3 PDP tender, LRT3 Work Package tender, JKR Infrastructure tender, etc. During his tenure in Abu Dhabi (UAE), he had managed a team of multinational engineers reporting to him for QA/QC MEP works. With good understanding of construction methodology and systems, a logical mind and common sense for solutions, he is able to bring valuable expertise to any organization / industry.

We are glad to include Vincent in our team of experienced trainers in ZOHL Consulting Group. His expertise and experience would be an added advantage to our valued clients.

\*Note: Trainer availability is subject to change



## REGISTRATION FORM

Participant : \_\_\_\_\_

Position : \_\_\_\_\_

IC No: \_\_\_\_\_

**Note:** please duplicate this page for multiple participants' registrations

Green Card No: \_\_\_\_\_ (only if it is applicable)

CIDB Grade G : \_\_\_\_\_ (only if it is applicable)

Training Date: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Position: \_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Company Website: \_\_\_\_\_

## PAYMENT

CASH: RM \_\_\_\_\_ **OR**

CHEQUE No: \_\_\_\_\_

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to [plbk@zohlgroupp.com](mailto:plbk@zohlgroupp.com)

\*Please make your cheque payable to:

**ZOHL Consultancy Sdn Bhd**



Account No:  
**514392303373**

Signature & Company Stamp

### Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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