



# Quality Management in Construction Industry

how to ensure profit making projects through quality construction

CIDB

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

**COURSE CODE:** NT-MG-03

**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.zohlgroup.com](http://www.zohlgroup.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, Bandar Sri Damansara, Kuala Lumpur or Client's Preferred Location or selected venue in the Region(s)

## 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

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 | HSE | 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)(SST ID: W10-1810-32000429)

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

Bandar Sri Damansara, 52200 Kuala Lumpur

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## COURSE FEE

### Peninsular Malaysia

- **With Green Card: RM530.00** per person incl. 6% SST
- **Without Green Card: RM636.00** per person incl. 6% SST

### Sabah & Sarawak

- **With Green Card: RM636.00** per person incl. 6% SST
- **Without Green Card: RM742.00** per person incl. 6% SST

(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

Requested: 20 (for CIDB-Registered Companies)

## REGISTRATION METHOD

1. **Online:** [http://zohlgroup.com/cidb\\_registration/](http://zohlgroup.com/cidb_registration/) **OR**
2. Download this brochure at: <http://zohlgroup.com/all-brochures/> and fill up the required information. Then please fax to: 03.6279.0663
3. Or contact our office at: 03.6279 9276 / 013.398.1038

## FACILITATOR

**Jane Teh** spent the first half of her career in corporate sales, starting with a small IT Reseller, to a Distributor of high-end servers and storage, then climbing the ranks to becoming Business Manager of one of the major Multi National Corporations in Personal Computers before embarking on the entrepreneurship route. She is currently the director of a beauty salon that makes women 10 years younger in just 8 weeks, and director-consultant for the largest referral marketing organization in the world. She also wrote a Diploma in Spa Management, and is spa-program coordinator with BERJAYA University of Hospitality.



Jane holds a Bachelor of Commerce, majoring in Finance and Marketing from Curtin University, Perth, Western Australia. She sits on the Alumni Committee of Curtin University for the Malaysian Chapter. She is currently a lecturer of **Business Ethics and Corporate Citizenship** in BERJAYA University of Hospitality and is a **Certified Trainer, HRDF, Malaysia**.

Having the experience of being both employee and business owner, Jane stresses the importance of planning, process and execution; with particular focus in **Sales, Marketing, Channel/ Partner Management** and **Business Development**. She has trained resellers on **product knowledge**, and participants on **personal development skills, effective communication skills, teamwork, and presentation skills**.

\*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: \_\_\_\_\_

Training Venue: \_\_\_\_\_

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@zohlgroup.com](mailto:plbk@zohlgroup.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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