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Total Quality Management in Design and Build: Auditing report analysis to develop a monitoring protocol for infrastructural projects

Subject
In Design-and-Build projects as contracted by the Dutch Directorate-General for Public Works and Water Management, the supplier is responsible and liable for the process quality. The client uses audits to monitor the supplier’s performance on critical processes. Although these auditing systems are in use for infrastructural construction projects, their validity and reliability has not been tested.

Goal
The goal of this research is to test the validity and reliability of the used monitoring system by analyzing audit reports from projects.

Results
The result is an adaptive monitoring protocol to be used for different types of civil engineering projects.

The supplier as a dynamic system

1. Quality Management capabilities
2. Communication capabilities
3. Technical capabilities
4. Planning capabilities
5. Financial capabilities
6. Safety capabilities
7. Coordination capabilities
8. Risk Management capabilities

Input variables
- Company size
- Company type
- Company’s experience
- Company’s experience in this project
- Tendering process

Number of auditors
- Experience of auditors
- Age of auditors
- Auditor’s company
- Combination of auditors
- Function of auditors

External factors
- Technical complexity (1-5)
- Size (€)
- Size (time)
- Time pressure (1-5)
- Project type
- Project phase

Traffic density during execution (1-5)
- Problems with authorities (1-5)

State variables
Performance of the suppliers

Output variables
**Total Quality Management in Design and Build**: Auditing report analysis to develop a monitoring protocol for infrastructural projects

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**Subject**

This research project investigates Total Quality Management for infrastructural construction projects. It focuses on Design-and-Build projects as contracted by the Dutch Directorate-General for Public Works and Water Management. One supplier or a consortium of suppliers is both responsible and liable for design and construction phase. For the client this means a change in supplier selection, a different collaboration with the supplier, and a shift from product quality-check to process quality-control. This last change is subject of this research. Process control calls for a Total Quality Management approach to guarantee the end quality. Audits are used to check the supplier’s performance on critical processes. Although these systems are in use for infrastructural construction projects, their validity and reliability has not been tested.

**Goals**

The objective of this research is to improve Total Quality Management for Design-and-Build infrastructural construction projects. Its goal is twofold: (i) to develop a theoretical framework of critical success factors for large construction projects, and (ii) to write and validate an adaptive monitoring protocol.

**Strategy**

The data that will be used in this research are audit results that come from project databases. The approach of this research is an explanatory analysis of existing audit reports from Design-and-Build projects to develop a dedicated Total Quality System.

**Expected Results**

The expected result is a validated monitoring protocol that can be adapted to changing project characteristics.

**Preferred Partners Applications / Sponsors**

Rijkswaterstaat (Dutch Directorate-General for Public Works and Water Management) and DHV.

**Prime Publication / Prototyping**


**Research Period**

2005-2010