

Pause for Quality – Comms Plan

Pause for Quality campaign is an output from the Quality Supplier Forum



- Target month – from May 25
- Pause for Quality Toolbox Talk can be given at start of shift briefings or when appropriate
- Posters to be put up at site to reinforce messaging – see Poster options or develop your own
- Share on social media
- Complete response via QR code, you may wish to include your own QR code to capture feedback for your organization.

Cascade Toolbox Talk to supply chain and National Highways:

- Quality Supplier Forum to share via their organisation
- Share at NOC on 29 May
- Raise and share at Collaboration Board 19 June
- Raise and share at Engagement Council 30 June
- Supply Chain Sustainability School
- National Highways – Project Delivery (Ops and MP)

Delivery Tips



- This Pause for Quality Toolbox Talk has been developed by the Supplier Quality Forum as part of a campaign we are launching “Pause for Quality”
- Please join this campaign by :
 - Using the toolbox talk template - it is for you to personalize for your organisation
 - Insert photos relevant to your works
 - Develop or use Posters
 - **Make sure the core messaging is consistent**
- Help us capture how many supply chain partners deliver this TBT and to approx. how many operatives – please let us know by using the QR code on Slide 17.

Supplier Quality Forum



**PAUSE FOR
QUALITY**



Why Pause for Quality ?



- Getting Quality wrong has significant impacts on Health and Safety, Time, Costs, and Carbon.
- Rework significantly increases health and safety risks on construction sites by exposing operatives to hazardous environments for longer periods.
 - 39% of accidents occur during rework.
 - Construction errors cost the UK industry billions every year in lost time in rework. Doing things twice or three times eats up programme time.
 - Errors requiring rework led to wasted materials and increased labor costs. It is estimated that eliminating errors could save the industry £10–£25 billion per annum.
 - Rework accounts for up to 5% of construction's emissions. It is not only a financial blight on our industry, but an environmental threat to the world.
- National Highways are building data consistency when reporting on quality and this has started to provide insights. For example:
 - 8% of recorded NCRs were due to damage;
 - c.4-6% of project costs is attributed to rework.

• IMAGE

Why Pause for Quality?



Safety

- 39% of all construction injuries are due to / during rework.
- 70% greater probability of being injured when attending rework.

Delivery

- Between 4% and 6% of a project's value is attributed to rework.

Net Zero

- Rework accounts for 5% of all construction emissions (Carbon).

Customer

- All of the above impact road users and other stakeholders - through delays, uncertainty of road / lane closures and inefficient use of taxpayer funding.

What does quality mean to me?

- Do I know what I am doing?
- Do I have the right equipment?
- Are the conditions right?



Pause for QUALITY



INSERT YOUR PHOTO



Question the status quo



Understand documents and processes before you start work



Assess your work and that of any subcontractors



Learn from previous experience and apply



Implement the Plan



Timely completion of your work



You're an important part of the team – an ambassador for Quality!

Question the status quo

- Am I doing **the right thing** when no one is looking?
- **Speak up** – challenge if something doesn't look right.
- **It's OK to stop** for poor quality, inadequate or missing information, or if the scope changes.
- Am I working efficiently or **can I improve things?**

INSERT
PHOTO

Take time to PAUSE FOR QUALITY



PAUSE FOR
QUALITY

Understand key documents and processes before you start work

- Understand the **Tolerances, Hold Points, Tests** and **Acceptable Criteria**
- Before starting, ensure that you have been briefed on the **Inspection and Test Plan** and **Method**
- Understand the required quality **Standards** and **Specifications** for your areas of work
- Be aware of related quality **Trials, Samples** and **Benchmarks** that need to be done for Client Acceptance
- Ensure that you are using the **Latest Approved Drawings**

INSERT PHOTO

If something is **NOT CLEAR** in the task you do, **ASK, Speak up?**



PAUSE FOR
QUALITY

Assess your work and that of any subcontractors

- Define and Document the quality that you are trying to **achieve**
- Be clear on **who** will conduct quality checks as the design and construction work progresses
- Do the checks, report on them and **address any issues** that come out
- Take pride in and **protect your work** and respect the work of others
- Refer to Samples and Benchmarks for **best practice**

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Collaborate!



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QUALITY

Learn from previous experience

- Take learning from **experience** and apply to your work
- Talk to colleagues about their experience and **good practice**
- We want to hear your **ideas** on how we can improve projects and be more efficient
- Is there **any training** that would benefit your role?

INSERT PHOTO

Share best practice and celebrate success!



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QUALITY

Implement the Plan

- Have you got a **plan** to complete your work to the required quality?
- Work to the agreed plan
- Note plan changes
- If conditions aren't as expected - Pause.
- If the plan isn't suitable - Stop.

INSERT PHOTO

“Plan the Work – Work to the Plan”



**PAUSE FOR
QUALITY**

Timely completion of your work

- Have you allowed **enough time** to complete, check and sign off your works?
- Do you have the right tools, equipment and materials to complete the task and **avoid delays**?
- **What happens if** you don't finish on time?

INSERT PHOTO

Be aware of deadlines and report any potential impacts on quality of work



PAUSE FOR
QUALITY

You're an important part of the team

- Quality starts with you. So, **take pride** in your work
- Maintain **high standards** – would this be good enough for you and your family?
- **Lead by example** and be an **ambassador for Quality**
- Share what you know and support a **no blame culture**
- What is the **legacy** you want to leave behind you?








INSERT PHOTO

Be an ambassador for Quality!



PAUSE FOR
QUALITY

Pause for QUALITY

-  **Q**uestion the status quo
-  **U**nderstand documents and processes before you start work
-  **A**ssess your work and that of any subcontractors
-  **L**earn from previous experience and apply
-  **I**mplement the Plan
-  **T**imely completion of your work
-  **Y**ou're an important part of the team – an ambassador for Quality!

INSERT PHOTO



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**PAUSE FOR
QUALITY**



Logging recipients

Please record the number of recipients of this toolbox talk and any other feedback:

- Click the link below
- Or scan the code (right) using the camera on your phone or tablet.
- The Pause for Quality Group will review all feedback

<https://forms.office.com/e/4GxBDrxZny>

