

SPECIFYING QUALITY

INTRODUCTION

Communicating the requirements for quality is the main technical function of the specification. This TECHnote outlines how the NATSPEC specification system may be used to promote quality in construction projects.

DEFINING QUALITY

Quality must be defined; it cannot be managed if it is not defined. Quality can have different meanings for different people in different situations. In construction this problem is amplified because the responsibility for a project is divided between many different people, within many organisations. Therefore, agreement on a defined quality level between all parties, and how it is to be measured, is key to achieving the desired quality to the satisfaction of the principal.

QUALITY LEVEL

Several factors drive the desired quality level of a project and its components; the main factor being anticipated life. It would be a false economy to poorly construct something which must last for many years or over-design something which may only be required to last a number of weeks.

Other factors that influence the desired quality level include:

- The purpose of the building - Prestige or utility, flexibility or permanence.
- Required functional performance - Design repetition or one-offs, environmental.
- User perception - Convenience, comfort, ease of maintenance and repair.

WHEN CAN QUALITY BE ACHIEVED?

There is a common misconception that the quality of a project can be completely controlled during the construction stage. However, the level of quality that can be demanded during construction cannot be higher than that which is specified in the contract documentation, without additional cost.

The quality of a project is therefore dependent on documentation and supervision. The contract documentation includes the conditions of contract, the specification, the drawings and the schedules.

To achieve quality, care must be taken in material selection, documentation, workmanship and supervision. This does not necessarily increase time and cost, however these factors must be considered and balanced when defining the quality level required. Failure to take care may lead to poor quality and increased costs with greater rework, repair and maintenance required.

ROLE OF THE SPECIFICATION

Whilst the specification is a multi-purpose document, its primary role is to define precisely and succinctly the quality required and the processes necessary for achieving it. This also includes, but is not limited to, defining clear acceptance criteria for any item of work.

If specified acceptance criteria match the agreed defined quality level, then ultimately, conformance with the specification will achieve quality.

USING NATSPEC TO ACHIEVE QUALITY

The NATSPEC worksection *Templates* include the construction processes required for each particular item of work and also define clear industry standard acceptance criteria in the form of tolerances, performance requirements and testing and certification requirements. All can be modified if necessary, to suit the defined quality levels agreed for each individual project and its components.

NATSPEC promotes the achievement of quality through coordination of the contract documents. Guidance text discourages duplication of information included on the drawings or within the specification, to avoid potential discrepancies and ambiguity. Duplication of information within the specification is minimised by reference to relevant worksections.

NATSPEC references and monitors updates to relevant Australian and International standards, including those cited within the NCC. Where standards define alternative levels of service, NATSPEC provides prompts to be completed by the specifier. It is essential that the specification defines the requirement, as blanket references to standards may not achieve the desired quality.

NATSPEC and AUS-SPEC also cover the requirements for project Quality Management Systems based on AS/NZS ISO 9001 and the provision of project Quality Plans in the **Relevant worksections** listed in the sidebar.



Poor quality timber construction – Split base-plate used.



“...If the building contract documents permit a sow’s ear then all the quality control in the world cannot demand a silk purse.....”



Inspection to confirm quality level achieved.



Poor quality concrete – Honeycombing and timber.

Relevant worksections

- 0010 Quality requirements for design (AUS-SPEC).
- 0121 Tendering
- 0160 Quality.
- 0161 Quality management (Construction) (AUS-SPEC).
- 0162 Quality (Supply) (AUS-SPEC).
- 0163 Quality (Delivery) (AUS-SPEC).