



A Case Study - Defining & Tracking Your Quality Metrics (1 hour, 1.0-LU)

Quality is typically defined as a standard, measurable against other similar things. How is quality tracked, measured, and what are the deliverables? What is most important to track, why is important, and how can we use this information to get better at what we or our Architects/Designers and subcontractors do. Determining the process to collect, analyze and report data is key to take advantage of the output and use the information to manage and set expectations of quality. We will review the origin of a quality program that collects and disseminates data to determine lessons learned, data to track, and other uses to help the project teams.

Learning Objectives:

1. Define what Quality metrics to use to help the GC, Architect/Designers, Project Teams, and Subcontractor.
2. Set expectations on the Quality metrics, and how to make them useful.
3. Learn how to analyze the data and how to implement an effective Lessons Learned Program.
4. Apply the understanding to the benefits of capturing data and constantly update the Quality Program to benefit and manage overall project expectations.