

Guaranteeing Quality – Crown Student Living



PROJECT

Portsmouth Number One Student Accommodation

CUSTOMER

Crown Student Living

LOCATION

Portsmouth

VALUE

£36m

Quality Control

Recent tragic events have highlighted systemic failures within the construction industry to demonstrate compliance with building and fire regulations and standards.

ISO 9001 quality accreditation is widely held. So if the correct processes and procedures are in place, how do we guarantee to our customers that they are meticulously implemented?

Solution

Put simply, the answer is to 'do what we say we will do'.

To Osborne that means we safeguard our customers' interests to fulfil the legal obligations and our contractual requirements.

To achieve this, our culture supports compliance within a clearly defined company quality management system. Every aspect of project delivery is undertaken with skill, diligence and professionalism.

Let's look at the aspect of 'quality control' at the 23 storey student accommodation for Crown Student Living in Portsmouth.

Osborne's 'Inspection and Test Plan' (ITP) has been developed to go beyond the traditional industry planning tool. The ITP has become a 'one stop shop' for managing the end-to-end quality process.

All quality check sheets, photographs and test and completion certificates are collated, scanned and uploaded to our Document Management System. By tagging them to the ITP, we can quickly and easily recall data to demonstrate compliance.

Early quality planning meetings were critical as they triggered valuable conversations with the architect, suppliers and our own specialists. A key outcome was to inform and check understanding by all parties of the quality specification and documentation.

With the appointment of each trade, the process and responsibilities, for inspection, sign off and independent audit were individually set down, discussed and agreed. Progress against the ITP then became a key tool in managing supplier performance.

Whilst the majority of our suppliers demonstrated the expertise, culture and behaviours to professionally self-assess quality, there were those that need extra support. Therefore it was critical that the team provided dedicated resources to manage and guarantee quality. Where standards fell short the team were quick to identify and rectify non-conformance.

The repetitive floor by floor construction sequence allowed a standardised test and inspection regime. Hold points at interfaces ensured that defined areas were checked before covering by following trades.

Independent quality audits routinely verified compliance with our quality management system. Endoscope cameras facilitated visual access to all areas during audit.

Outcome

Our clear systems plus a strong compliance culture provides essential levels of assurance for our customers and their customers who operate and use the built assets we create.

Figure 1 - A page from the ITP for Crown Living Student Accommodation at Portsmouth. The 'verifying records' column links to check sheets and photographs (inset)