



Quality Assurance

The key to Ferrell's quality assurance and contract compliance effort is in our anticipatory management. Fortunately, high quality performance is easy to accomplish on a project. Unfortunately, seldom do those responsible for the project assume the responsibility, in an anticipatory manner, for the activities necessary for quality performance. By managing the activities required for quality performance, quality projects and efforts can be accomplished.

The prerequisites for quality are:

1. With respect to design professionals, quality assurance begins with correctly understanding the scope of the work, required input and coordination issues. Where Ferrell is involved in projects, this usually takes the form of initial project scope review meetings, followed by feedback-and-redirection sessions after the design professionals and/or contractors have assimilated their tasks and properly researched the existing information prior to starting those tasks.
2. On design-oriented projects, Ferrell normally schedules project reviews with the Client, User(s), Community Groups, Related Design Professionals and any others interested in the scope of the work at predetermined milestones along the design or consulting timeline.
3. Adequate time and staffing is essential for a quality performance. Where sufficient time is not provided for the professionals or workmen to execute a task, quality performance is not possible. Adequate time and the proper number of personnel are manageable activities.
4. Proper document understanding must be transferred from Client to the design professionals, and then to the personnel performing the work. Review of the contracts, documents and requirements, prior to the execution of work, usually can uncover areas of inadequate communication in time for appropriate resolution.
5. Periodic review and checking ensures attainment of a predetermined quality level and provides early identification of areas where quality standards are not being met or coordination has not been effective.
6. Proper environment in the field within which work is to be accomplished must be that which is required for quality results, such as temperature control, humidity, absence of moisture, etc.
7. Proper materials must be previously purchased, delivered and properly stored, available for the construction activities.
8. Proper craft, labor and construction equipment is necessary. Without adequately skilled craftsmen, proper performances are almost impossible to achieve.