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# **Building Industry Brief Leaders**

## **Quality is not a dirty word!**

**19 February 2020**

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Presentation delivered by:

Prof Chris Bulmer  
Chief Executive – Institute of Quality Construction  
Chief Executive – Greenwich Associates

# Who

The **Institute of Quality Construction (IQC)** represent some of Australia's most significant building, construction and infrastructure companies

- Calibre Group
- CPB Contractors
- Downer Group
- Ferrovia
- Hansen Yuncken
- John Holland Group
- Multiplex
- Laing O'Rourke
- Lendlease
- UGL Limited
- Watpac
- The IQC is the major professional body for quality in the building, construction and infrastructure industry in Australia.
- Our Members and their professional people in quality management, provide strong leadership to operate in an efficient regulatory environment having been educated and trained in a culture of excellence.



# Us

The IQC Board is now in place with its Constitution currently being finalised.  
The Board is ...

Executive Chair	Jerome Harris	Lendlease
Deputy Chair	Sarah Cuscadden	Probuild
Treasurer	David Tatler	Multiplex
Secretary	Peter Billimoria	Watpac Construction (Vic)
Board Member	Carolynn Marot	Calibre Goup
Board Member	Nicole Ashcroft	Downer Group
Board Member	Patrick Carnuccio	Hansen Yuncken
Special Advisor	Charlie Versi	Multiplex (Europe)

## Management of the IQC:

Chief Executive	Prof. Chris Bulmer	Greenwich Associates
Marketing Coord	Jessica Matthews	Greenwich Associates



# Why

The IQC understand that current quality challenges in industry include ...

- A lack of confidence in the industry's ability to delivery well
- Poor quality practices
- Inferior design documentation
- Industry education and training which does not meet the needs of the industry
- Existing regulation and legislation that does not provide an adequate framework ensuring quality
- A lack of confidence in the supply chain

There have been some systemic, recurrent and ongoing problems in both new and existing buildings

The IQC recognise that something must be done to reverse the way that the industry is heading and to re-build the way that we operate in all aspects of the supply chain

# What

The IQC has a vision for the industry to deliver quality outcomes on a consistent basis ensuring a sustainable and economically viable future

We believe that excellence should underpin all aspects of the way we act, operate and behave

Our leadership is paramount to enable an industry wide culture of care and commitment in all aspects of design and delivery

What we do ...

- Enhance and promote [a valued professional institute to its member organisations](#)
- Lead quality initiatives to [build market confidence in attaining quality outcomes](#)
- Advocate and develop [sustainable government engagement](#)
- Coordinate with educators on the [delivery of training initiatives in quality](#)
- Maintain continuous improvement through [planned strategic internal processes](#)

# Effect

## The objectives of the IQC are ...

- Reduce rework in the industry;
- Provide clarity on what quality means in construction; and
- Provide an ever improving understanding of the importance of quality across in the industry.

**It is the IQC's intention to broadly model itself on the "Get it Right Initiative" from the UK.**

## Across the market, the IQC aim to ...

- Provide leadership on quality and be the "voice" on quality issues
- Lobby with regulatory authorities
- Communicate its position to its members and non-members as applicable
- Coordinate with other industry representative bodies
- Provide research support to members with trade-specific advice and articles
- Publishing its views through its website and a range of media platforms
- Provide its members of "Lessons Learnt"
- Develop a library for the development of technical content in design and construction including standardised forms such as inspection test plans other checklists.

# Initiatives (Next 6 months)

Challenge	Initiative
Create confidence in the industry's ability to delivery well	Increase exposure of the IQC with the publishing linking its strategic objectives with its actions plan and provide a regular status
Identify poor quality practices	Place priorities on those areas of the industry which is most in need of support
Assist development of better quality design documentation	Focus on role of design manager to ensure it delivers value and identifies area for design focus
Increase level of industry education and training in quality	Identify training delivery partners in specific areas such as waterproofing, façade etc
Assist regulators with framework ensuring quality	Liaise with the NSW Bldg Comm & VBA & offer tangible support by IQC members in the field
Build quality confidence in the supply chain	Work closely with the BPIC to align strategic objections and action plans



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**Thank you**

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