



Design Quality Program

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The Port's Design Quality Program

Quality goals

- Ø Meet high expectations for customer service
- Ø Achieve adherence to standards
- Ø Exercise care and due diligence
- Ø Maintain consistency
- Ø Add value for the effort and cost expended

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Sources of Quality

- ▼ Quality through Standard Processes
- ▼ Riley's rule for customers
- ▼ Project Definition & Plan
- ▼ Potential Problem Analysis
- ▼ Guard against Changes

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Quality During Design

- ✓ **Design Manual**
- ✓ **Master Specs**
- ✓ **CAD standards**
- ✓ **Provide training – QM Staff**
- ✓ **Check & Check & Recheck**

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A/E Quality Plans

- ▼ Require a QA Plan
- ▼ Audit A/E's execution of QA Plan
- ▼ Provide third party reviews as needed
- ▼ Technical review of construction documents
- ▼ Plan-in-hand reviews
- ▼ Risk analysis

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Sources of problems

- o **Inadequate field investigation (asbestos)**
- o **Inaccurate or incomplete as-builts**
- o **Scope creep**
- o **Compounding effect of multiple changes**
- o **Concurrent projects**
- o **Wrong concept or mentality**
- o **We expected better**

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When problems happen

- ü Track the cause of change order
- ü Out & out bust or omission
- ü Quality Committee review
- ü Design corrections at no cost

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Designers are our partners

- **Communication is the key**
- **Design team coordination is a must**
- **Step up when problems happen**
- **A good A/E is worth their weight in gold
(even if Port fees are nickels)**