Quality goals

- Meet high expectations for customer service
- Achieve adherence to standards
- Exercise care and due diligence
- Maintain consistency
- Add value for the effort and cost expended
The Port’s Design Quality Program

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

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

- Track the cause of change order
- Out & out bust or omission
- Quality Committee review
- 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)