



# EXPLO National Manual for Projects Management

## Volume 12, Chapter 1

### Project Quality Introduction



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## Project Quality Introduction

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### 1.0 PROJECT QUALITY INTRODUCTION

Establishing and maintaining project quality is paramount for the Entities to achieve their goal of effectively and efficiently managing construction projects across the Kingdom of Saudi Arabia (KSA). EXPRO has produced three core project quality procedures that will enable the Entities to attain high quality in their delivery systems. The three procedures include the following content: Quality Execution, Quality Assurance Audits, Quality Corrective and Preventative Action. Each procedure's purpose is identified below. Detailed procedures including guidelines and templates are contained within this Volume 12 of the EXPRO Projects White Book on Quality.

#### Quality Execution:

The purpose of the Project Quality Execution Procedure (EPM-EQ0-PR-000002) is to establish the direction, responsibilities and process to develop, execute and maintain a successful project Quality Management System. The Project Quality Execution procedure provides EXPRO's guidance to all KSA Entities through a nine-step process. Effective implementation depends on robust planning. Accordingly, the first seven of the nine steps are in the planning phase. The nine steps are as follows:

1. Initiate Quality Planning
2. Identify and Validate Quality Requirements
3. Specify Quality Expectations
4. Set Quality Culture Imperatives
5. Establish Quality Foundation
6. Establish Metrics Management Plan
7. Establish Project Quality Plan
8. Roll-Out PQP to Project Team
9. Execution, Assessment & Improvement

#### Quality Assurance Audits:

The purpose of the Project Quality Assurance Audit Procedure (EPM-EQA-PR-000001) is to describe the method for scheduling, performing, documenting and closing-out internal and external project quality assurance (QA) audits. The purpose of a QA audit is to ensure that the project quality guidelines are met and demonstrate that the services/facilities provided conform to the contract requirements. The QA audit demonstrates that project management has specified the project objectives and policy and established a system of procedures to accomplish them. Furthermore, the QA audit confirms that project management has assigned duties, delegated authority, and set up suitable testing, inspection, examination and audit programs to verify achievement of the required standards of performance.

#### Quality Corrective and Preventative Action:

The purpose of the Project Quality Corrective and Preventative Action Procedure (EPM-EQ0-PR-000003) is to describe the process for correcting noncompliant conditions or activities observed. In many cases these noncompliant conditions or activities are observed during QA audits. Additionally, the procedure describes how preventative actions are used to eliminate causes of potential nonconformities in the future. The procedure does not apply to nonconforming field installation conditions typically identified during the construction phase of a project which are managed through the Project Construction Control of Non-Conforming Items Procedure (EPM-KCQ-PR-000006) found in Volume 9, Chapter 6, of the EXPRO National Manual for Projects Management.