

Mastering Quality Assurance in Construction

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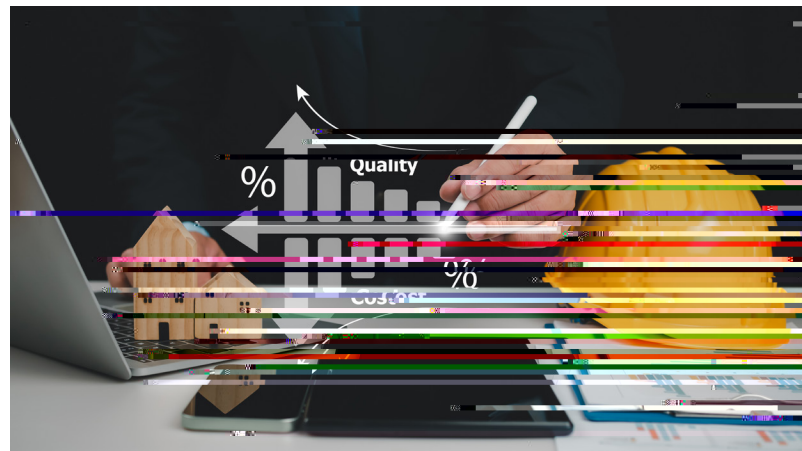
Quality assurance (QA) in construction isn't just ticking boxes: It's about building safe, durable structures that stand the test of time. For construction business owners, mastering QA can mean the difference between costly reworks and a sterling reputation.

At its core, QA ensures that projects meet or exceed quality standards. It's a systematic approach that covers every aspect of construction from the initial design to the final inspection. But to truly understand QA, we need to distinguish it from its close cousin, quality control (QC).

While QA is proactive, setting standards and procedures to prevent defects before and during construction, QC is reactive and involves inspections of completed work to ensure it meets the required standards. Both are crucial components of a strong quality management system, and advanced platforms are increasingly bridging the gap between these proactive and reactive processes.

The benefits of a robust QA program are manifold. By implementing comprehensive quality processes from the outset, establishing clear standards and ensuring proper documentation and information access, potential issues are prevented or identified early, leading to safer, more reliable structures. This proactive approach includes efficient management of requests for information (RFIs), submittals, project communications, and issue tracking.

Having a centralized system for these critical processes ensures that all stakeholders have access to up-to-date



information, facilitating quick resolution of potential quality issues. This comprehensive approach to information management translates directly to cost savings.

Beyond the financial impact, QA ensures regulatory compliance, helping projects meet all necessary building codes and regulations, thus avoiding legal headaches and fines. By integrating all aspects of project information from initial designs to final inspections, construction teams can maintain a proactive stance on quality, catching and addressing issues before they escalate into costly problems.

And truth be told, delivering projects that meet or exceed client expectations builds a reputation that can lead to more referrals and repeat business. In an industry where word-of-mouth recommendations carry significant weight, the long-term benefits of a strong QA program can't be overstated.

So, what does a robust QA program look like in practice? It

starts with setting clear, measurable quality objectives for each project phase, aligned with client expectations, industry standards and regulatory requirements. These objectives serve as a road map, guiding every decision and action throughout the construction process.

Comprehensive quality plans are developed, covering everything from structural integrity to material quality. These plans aren't static documents but living guides that evolve with the project, adapting to new challenges and insights as they arise.

Effective documentation processes are crucial, keeping detailed records of all quality-related activities. In the digital age, this goes beyond mere paper trails. Modern QA systems leverage cloud-based platforms to create searchable, accessible archives of every quality check, test result, and corrective action taken.

Clear communication protocols ensure that all team members, including trade partners, can quickly and efficiently address any issues that arise. In an industry where time is money, the ability to swiftly identify and resolve problems can

continuously refining QA practices prevents recurring issues and drives innovation. Quality management software plays a



About the Author

Carl Veillette is the chief product officer (CPO) at [Newforma](#). Veillette is an experienced results-driven product leader who is passionate about creating innovative solutions with nine years of experience in driving product strategy and execution. He has seven years of designer background in the architecture, engineering, and construction industry. As a CPO, he is responsible for overseeing the entire product development process, from ideation to launch.

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