



The Management of Quality in Construction

J.L. Ashford

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The quality of a product or service is a measure of its ability to satisfy customer requirements. This satisfaction can be assured by the operation of a quality system which will ensure that specified requirements are met consistently and economically. The Management of Quality in Construction provides the reader with a knowledge of the principles of quality management and an understanding of how they may successfully be applied in the particular circumstances of the construction industry. The areas covered range from an historical review of traditional methods of assuring quality in the industry and how contractual arrangements have evolved, to an interpretation of quality system standards in the context of construction. Examples are given which highlight specific areas, and specialist chapters on organization structures and the techniques of quality auditing are included.

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