



# Construction Quality Improvement Charter Scotland

The Construction Quality Improvement Collaborative (CQIC) shares **a vision for our industry** where **quality is central to all decision-making** to **create a sustainable quality culture** - a quality culture that supports the ambitions set out in the **Scottish Construction Accord**.

To support the vision, the CQIC is inviting businesses and organisations across the sector to commit to a Charter that is founded on key values:

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## Ambition

Developing a sector that believes in **continuous improvement**, is **willing to change** and is **ambitious** for the industry

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## Collaboration

Working together to **share knowledge, lessons learned and best practice**

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## Commitment

Taking **pride** in what we do, **always doing our best**, aiming for **customer satisfaction** and **taking ownership and accountability** when we get it wrong

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## Openness

Building an industry that is **recognised for its honesty and integrity**

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## Respect

Working across the industry to build **professionalism, leadership, trust and self-respect**

Every organisation or business that commits to the **Charter** is undertaking to **embed the improvement of construction quality** across their business activities to achieve a **sustainable quality culture** and to support and implement the CQIC Vision.



The CQIC, a joint initiative by the public and construction sectors, has collaborated to develop the CQIC Charter with four key drivers to help to deliver a sustainable quality culture.

## Key Driver

## Commitment

### 01 / Quality control and assurance

Doing it right first time – at the right time

- **Processes** are in place to ensure compliance and to prevent errors
- **Mechanisms** are in place to detect and address any variations to agreed standards
- **Appropriate project resources** are available for budget, programme, design, materials and skills

### 02 / Behaviour

Creating the conditions that embed a “right first time” culture

- **Leadership** demonstrate a commitment to delivering the CQIC vision and values at all times
- **All personnel** are engaged and committed to creating a positive working environment with the right conditions for realising change

### 03 / Alignment

All parts of the process are designed and implemented to drive quality, improve performance and deliver compliance

- Leadership support initiatives that are designed to align **policy and guidance** across the sector
- **Project delivery systems**, including procurement, are aligned to drive quality
- Everyone has **access to the right information** at the right time

### 04 / Competence, Roles & Responsibilities

Ensuring that everyone is clear about their roles and responsibilities and is competent to deliver them

- **Appropriate project leadership** and management is in place
- **Culture encourages everyone** to accept responsibility for delivering quality
- Everyone has the **right skills, experience, and qualifications** to do a quality job
- We are all **committed to developing people**