**Sharing the Lessons Learnt: A first-hand look at Quality Right**

|  |
| --- |
| Quality Right Pavements is about ensuring each pavement project is delivered to the expected outcomes. The Client, Contractor and Consultant all have a role in this by working collaboratively and sharing the rewards and risks. Ideally QR principles are embedded from the start but in this paper, the team share experience of implementing QR into existing contracts.The QR Process provides the necessary controls in addition to the Contractor’s QA to ensure a satisfactory outcome. Essential elements:* Agreement by all parties with ITP
* Appropriate RVT Plan
* Establishment of independent Principal Site Representatives (PSR)
* The Contractor, Engineer and Client to receive access to ITP and RVT data simultaneously directly from the Testing Agency
* Agreed Hold points, how they are released
* Regular Quality Meetings

 The Construction Monitoring level is CM5 for current projects so the PSRs carry out surveillance on site daily. The role of the PSR varies from working collaboratively with the ground crews, field observations, RVT, unplanned problem-solving, collating, analysing all test data and presenting it at monthly quality meetings. So, all concerned can view the level of compliance with the principal requirements and enable the discussion of non-compliance, corrective actions and lessons learnt. An APP that enables collection/storage of field data, presenting via online dashboard, visualisation tools will be discussed. QR process has made significant improvements to the quality of pavement construction. This required evidence from surveillance and data analysis illustrating the need to improve and willingness of the contractor to accept change was necessary and the courage to implement these changes to the construction process. The QR experience thus far has been positive, yielded real benefits and as it is established for all capital pavement projects we believe that it will lead to a positive shift in culture for all concerned, where quality is seen as a priority. |