

INTRODUCTION





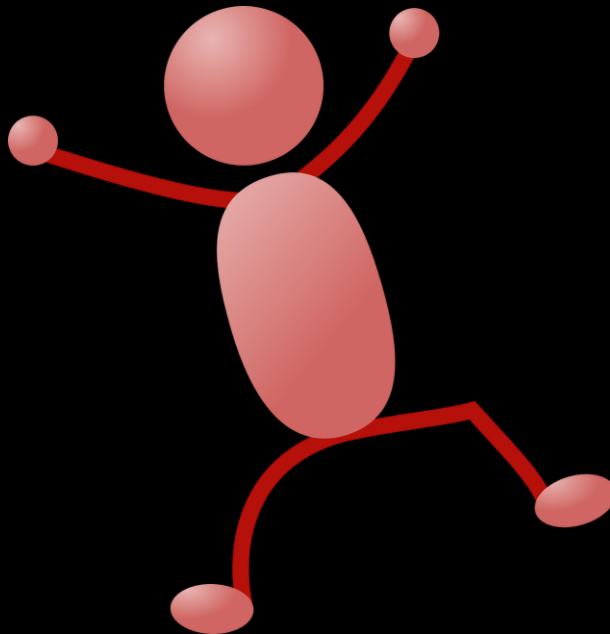
PRACTICAL TOTAL QUALITY MANAGEMENT

33RD ROAD PAVEMENT FORUM – UMHLANGA

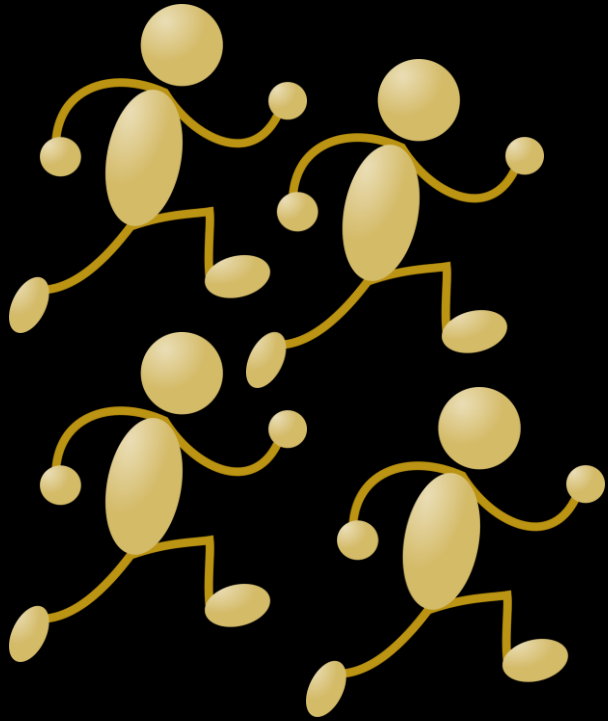
Saartjie Duvenhage

TOTAL QUALITY MANAGEMENT

- Idea:
 - Every single person should work towards continuously improving organisational quality to provide **customer satisfaction**.

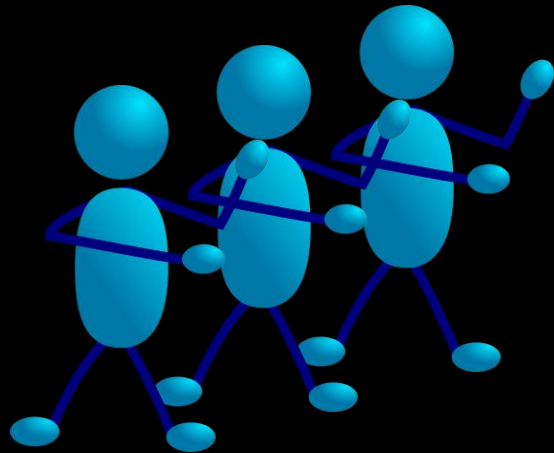


QUALITY MANAGEMENT PRINCIPLES

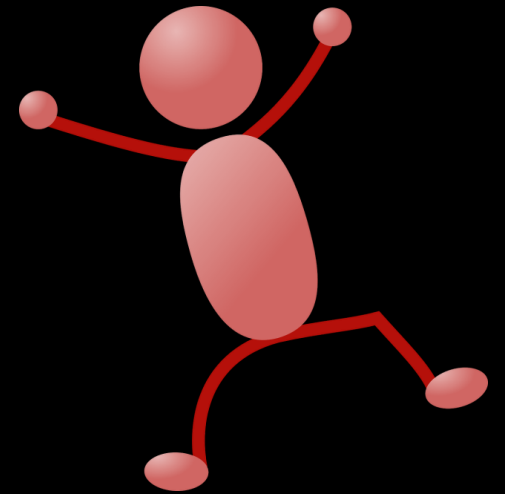


Process approach

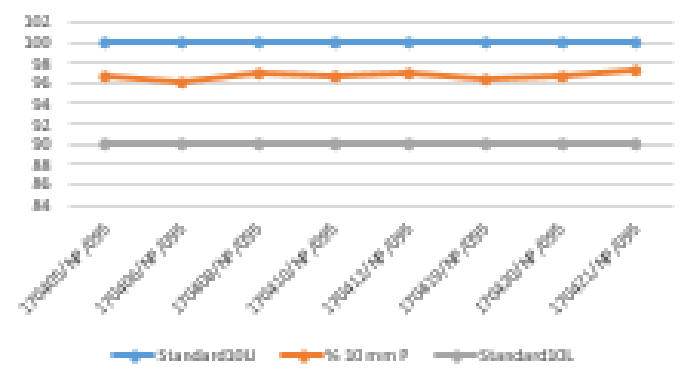
Decision-making



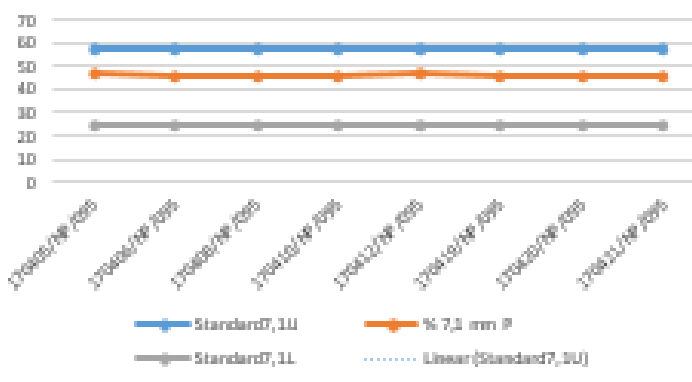
Continuous Improvement



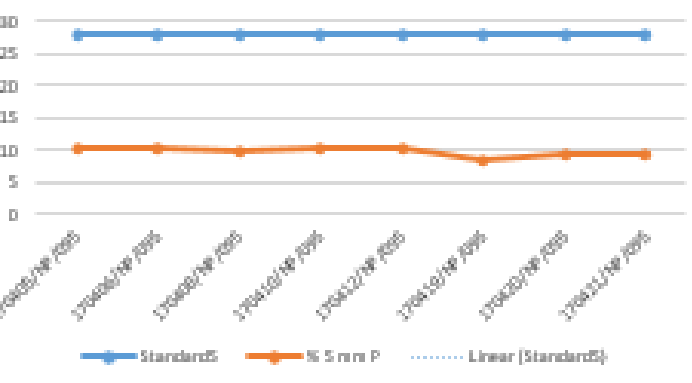
10 mm Sieve



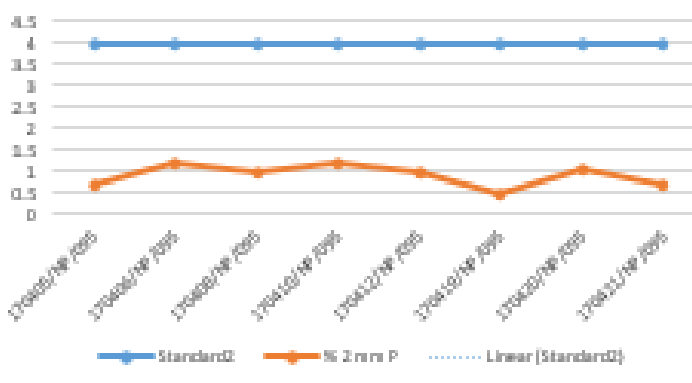
7,1 mm Sieve



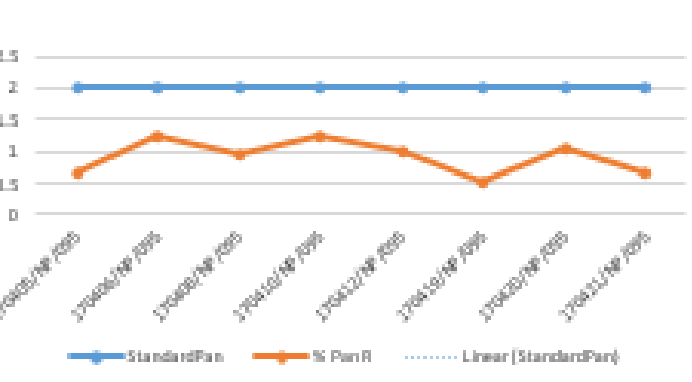
5 mm Sieve



2 mm Sieve

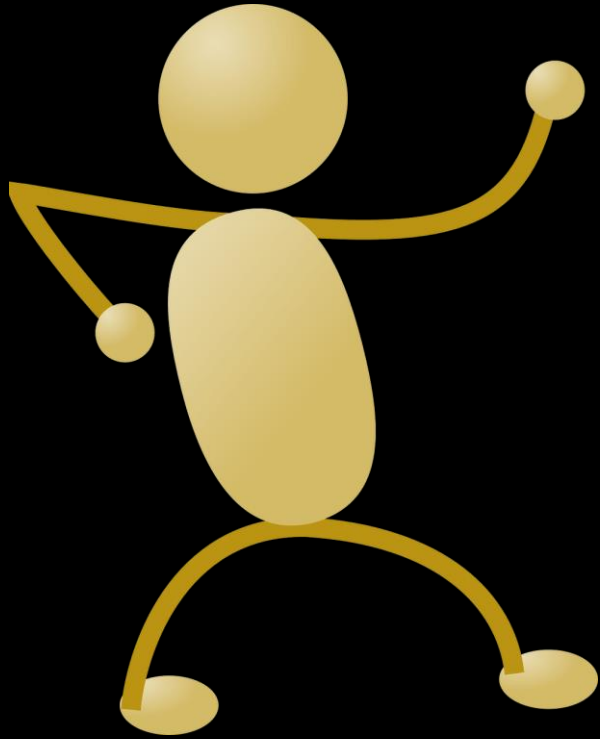


Pan



LEARNING CURVE

LEARNING CURVE

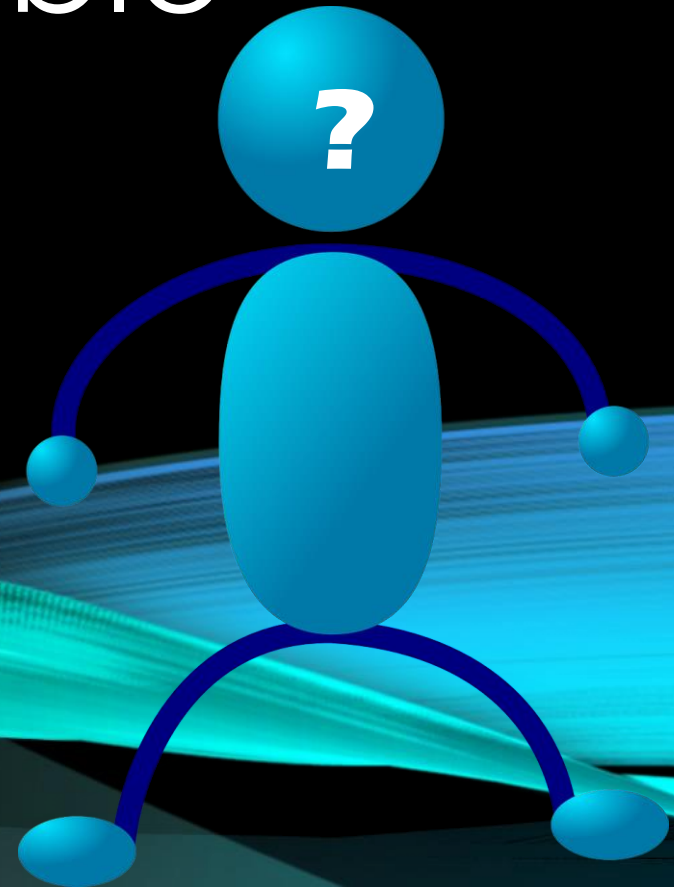


- Practical
- Safe
- Financially beneficial
- Customer

vs

- 100% correct

How to improve quality and
provide a dependable
product?



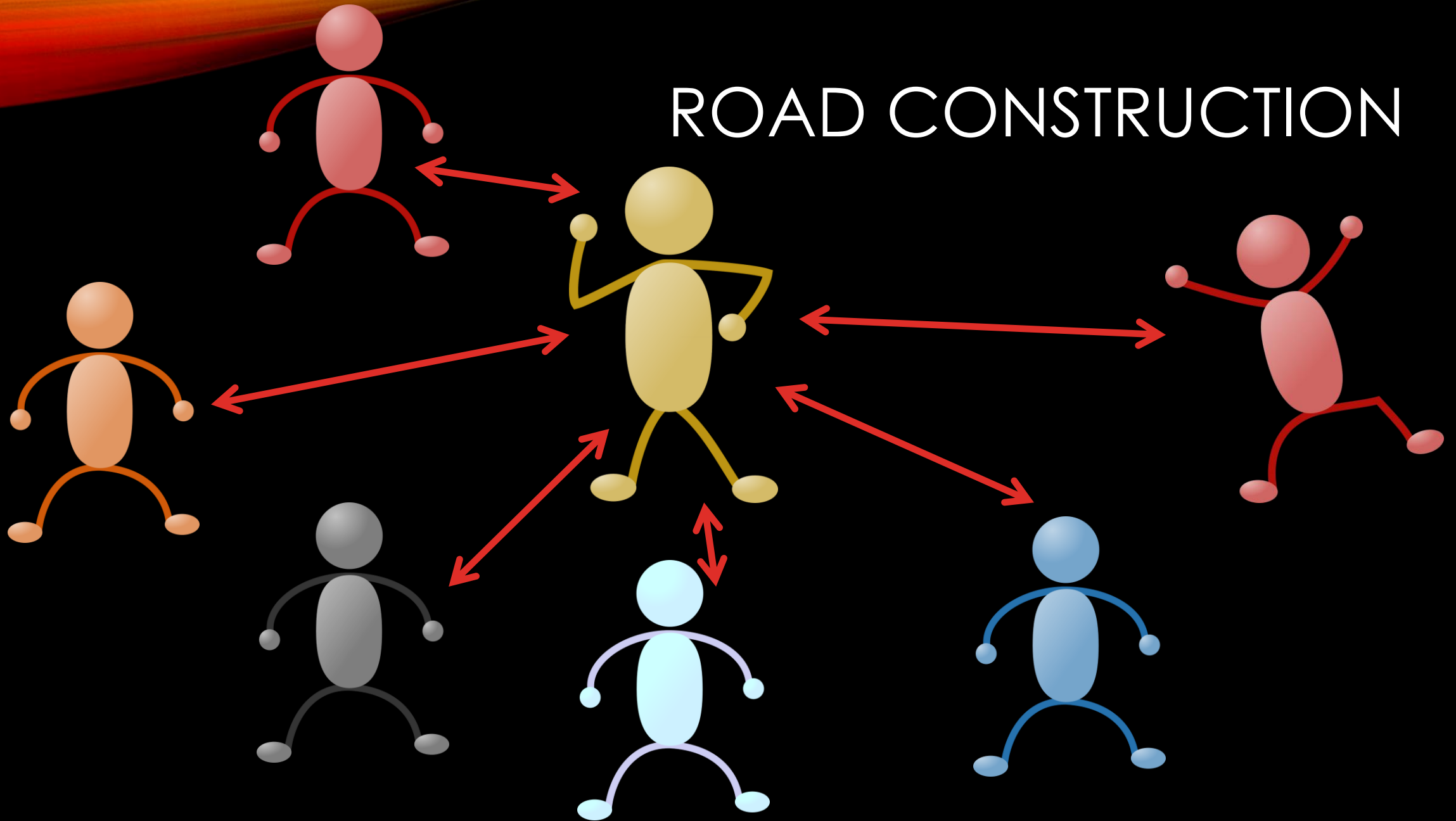
THE FACE OF PRACTICAL TOTAL QUALITY MANAGEMENT



LEADERSHIP

- Integrity
- Relationship and teamwork
- Passion
 - *“Passion and satisfaction go hand in hand, and without them, any happiness is only temporary, because there’s nothing to make it last.” Nicholas Sparks*

ROAD CONSTRUCTION



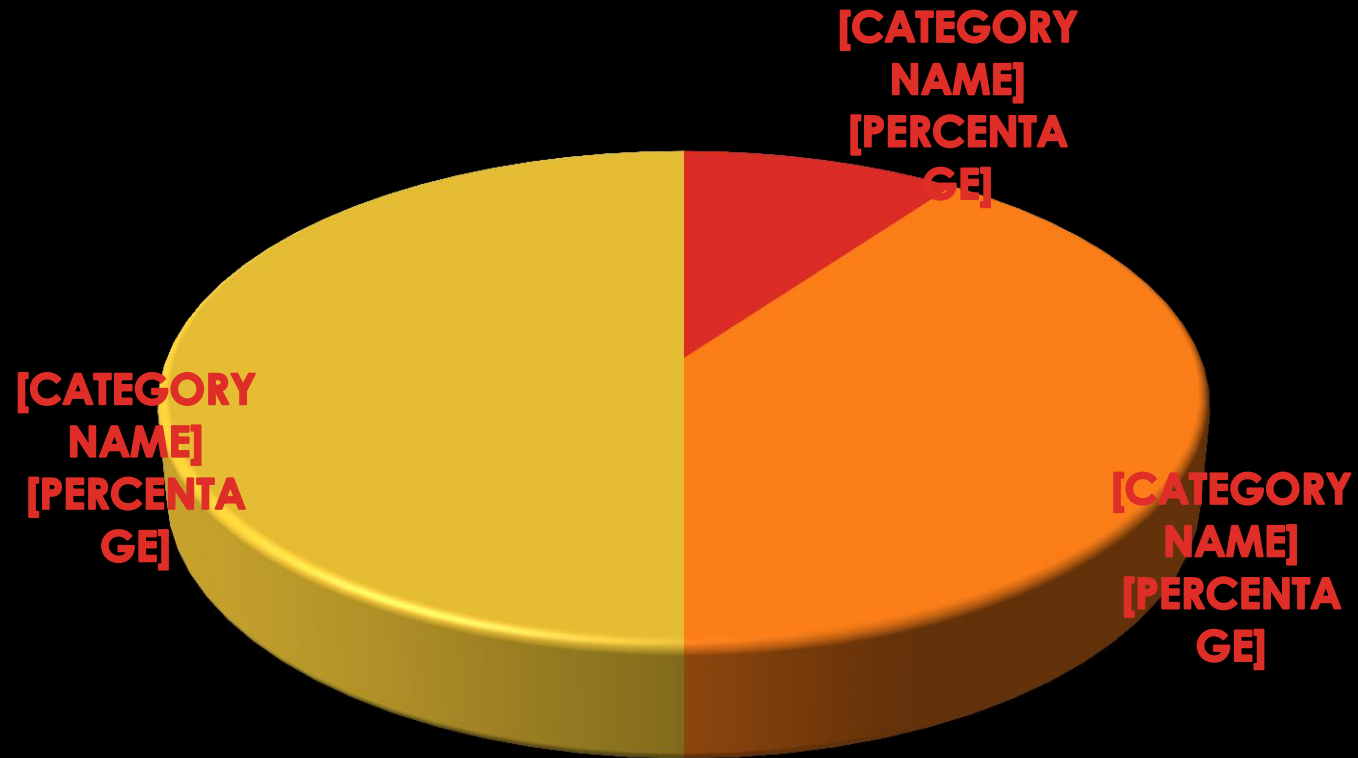
CONSTRUCTION QUALITY MANAGEMENT

- Bright Hub Engineering: Road Pavement Project Management is not an easy job – good communication is first requirement.

CONSTRUCTION QUALITY MANAGEMENT

- INGAA Foundation, Inc. – Guidelines for Practical Implementation of a Construction Quality Management System
 - “Management commitment is recognized as critical to the success of any management system.”
 - “Top Management plays a critical role in fostering a culture that understands the value of a C-QMS.”
 - “Leadership is often recognized as being critical to the success of a QMS.”

CONSTRUCTION QUALITY MANAGEMENT





ASPASA

- Technical Quality Meeting
- Wednesday, 17 May 2017
- Telephone: 011 791 3327