

# Quality – An Owners Perspective

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# Quality (Owners Definition)

## **Definition:**

- Quality is fulfillment of the needs as per the defined scope of works within a budget and specified schedule to satisfy the owner's/user's requirements

## **How it is Achieved**

- Through Strict and consistent commitment to certain standards that achieve uniformity of a product in order to satisfy specific customer or stakeholder requirements

# Stakeholders

- **City Council**
- **Citizens**
- **Pavement Users**

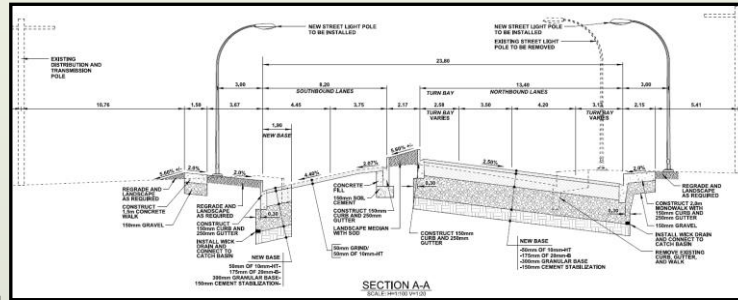


# What does Quality Apply to



# Who is Responsible for Quality

## Everyone on the project Team









# Questions?