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
What Can the Owner Do?
Questions?