



# ISO 9000 in Construction

*Paul A. Nee*

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## **ISO 9000 in Construction** Paul A. Nee

Here is the ultimate handbook for engineers, architects, contractors, specifications workers, and hardware managers who need to deliver products and services at a consistently high level of quality. It introduces ISO 9000, a proven method of building a quality track record that will stand up under the closest scrutiny even in the most competitive environments.

ISO 9000 in Construction enables construction professionals--from architects and engineers to contractors and suppliers--to develop quality standards and procedures precisely suited to their particular needs and responsibilities. It offers step-by-step instructions on the implementation and management of an ISO 9000 quality assurance system and demonstrates how the system puts the quality-management process into effect before work begins and detects and corrects problems before they reach disastrous proportions.

The book introduces the 20 basic elements of ISO 9000 and describes how each can be implemented in a wide array of construction-related companies. It coaches readers in the development of quality manuals, general quality procedures, work instructions, and the forms that are used in a quality assurance system. Numerous case studies demonstrate the ability of ISO 9000 to improve a company's quality performance, avoid costly errors that erode profits, and produce satisfied customers eager to use the company's services again.

Companies with ISO 9000 certification are already given contract preference in Europe and Australia. It is likely that within a few years the same will be true in North America. This book helps construction-related firms get a head start on ISO 9000 compliance while raising their performance levels, improving efficiency and productivity, and assuring a fair profit from their goods and services.


The only ISO 9000 book tailor-made for the construction industry . . .

ISO 9000 compliance is rapidly becoming a prerequisite for companies seeking international construction contracts, and the same may soon be true for firms operating solely within North America. Until now, however, no book has approached ISO 9000 from the unique point of view of the construction industry and related fields.

This indispensable handbook offers a comprehensive, step-by-step interpretation of ISO 9000 quality standards and their implementation in the construction industry. This remarkably useful guide

- \* Introduces ISO 9000 concepts and explains how they apply to all players in the construction industry, from architects, to contractors, to suppliers
- \* Explains how each of the standard's 20 elements is implemented in the various construction-related manufacturing and service companies
- \* Describes the development of quality manuals, general quality procedures, work instructions, and forms needed to implement a quality-assurance system
- \* Provides case studies that demonstrate the effectiveness of ISO 9000 standards
- \* Supplies numerous forms, checklists, tables, and illustrations to help readers understand and apply the requirements

For architects, engineers, contractors, specifications workers, hardware managers, and other professionals in construction-related industries, ISO 9000 in Construction is the key to achieving more consistent performance levels, improved efficiency and productivity, a solid reputation for quality, and a sharper competitive edge.

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