

What is happening in Quality Management in the UK construction industry?

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Abstract

The industry is fast-changing due to climate change and the widespread deployment of varying technologies. UK Construction industry is increasingly looking to improve the quality of projects using digital technologies, particularly after the latest building failures such as Grenfell and the Edinburgh Schools. It is plausible to think that digital technologies can improve the way quality is managed but the implementation of these technologies are dependent on leadership and skilled operatives with a passion to produce high-quality work. The cultural change is necessary and opportunity vast. It is now the time for more organisations to consider if they have the workforce in place to deliver digital transformation. Hence, change of culture is required to alter from current established practice, which has plagued the industry for several decades with inefficiencies and low productivity. This paper aims to synthesize current research, largely in the form of reports and endorses the general finding that the historically conservative industry needs to find the means to bring about change to address issues of quality, inefficiency and low productivity and to engender the appropriate culture to make this happen. More empirical research is needed to advance our understanding how the industry can exploit new technologies and make the necessary investment for their effective roll-out.