



International Federation of Consulting Engineers
The Global Voice of Consulting Engineers

Quality Management

FIDIC Briefing Note

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Background

The international engineering federation FIDIC (the International Federation of Consulting Engineers) believes that its member associations and their members should strive to achieve the highest degree of quality and standards.

FIDIC has always had policy statements that it expects its members to follow to ensure high standards of service in the infrastructure industry. These standards are reflected in FIDICs contracts, policy work, events and committees.

Quality Management

The practice of consulting engineering has evolved and grown to a major worldwide industry because individuals have placed a priority on producing work and services of the highest quality. Given the complexity of major projects, this has been accomplished by the institution of systems to coordinate the input of many committed professionals. The large number of consulting firms who have prospered for many decades is evidence of achievement in this performance of quality.

Principals of a QMS system

Generally speaking, there are eight principles that QMS systems refer to:

- Must be customer focused
- Provide leadership
- Involvement of entire staff
- Process approach
- System approach
- Continuous improvement
- Factual for decision making
- Mutually beneficial supplier relationships

Clients' demands

Today an increasing number of clients require assurance, as a condition of awarding work, that consulting engineers operate a formalised quality management system within their practices.

A number of FIDIC Member Associations have responded to this trend by developing documents to assist their members to formalise quality management in their practices.

FIDIC recommends:

- Member firms should make a commitment to excellence through the implementation of a quality management system involving all levels of management and every employee
 - o Member Associations should assist member firms in developing Quality Management systems by providing guides and general support, and that
 - o Member firms should have access to an independent inspection, or peer review of their Quality Management programme within guidelines developed by the profession in collaboration with client groups and/or third party accreditation groups.

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Endnotes