

Quality Management Program

Zurich's quality management program identifies cost-effective prevention measures and best practice techniques designed to help reduce losses associated with construction defect claims.

The challenge

A Zurich sponsored study found that in 2007, the U.S. construction industry reported 15,000 new defect claims which totaled more than 3 billion dollars in settlements. Industry-wide, legal defense costs are now equal to or greater than indemnity costs on most construction defect claims.

Beyond insurance and legal costs, construction defects cause project delays and rework and can ultimately affect your company's reputation and ability to obtain future work.

Additional research conducted by the Construction Industry Institute (CII), the Lean Construction Institute (LCI) and Stanford University found that exposures to defect claims may be reduced through the implementation of formal quality management programs.

The solution

Zurich Services Corporation has developed a quality management program which helps to ensure that the design and construction of a project meets the quality requirements established by the owner.

Our program consists of both consultative services and best practice tools which are designed to help develop or enhance existing quality management programs.

Consultative services

- Review and evaluate existing quality management manuals, inspection forms and procedures
- Evaluate the use of best practices such as the use of third party consultants, digital photography, document archiving and retrieval, material verification, inspection checklists and forms, lessons learned and zero defect programs
- Provide a 90-minute construction defect awareness presentation for employees

Best practice tools

- Quality Assurance/Quality Control (QA/QC) self-evaluation assessment
- Sample quality management manuals for both general contractors and trade subcontractors
- CII and LCI documents related to quality management
- Risktopic on the importance of quality control manuals in the quality management process
- Additional resources and reference materials on the topic of quality management in construction

Benefits

- Helps to increase customer satisfaction and reduce warranty call-backs
- Minimizes the potential for construction defect litigation
- Maximizes time spent building and minimizes time spent on rework
- Helps to reduce project costs and time
- Promotes the goal of zero rework
- Creates an atmosphere of high performance and reinforces positive behavior

For more information

For more information on Zurich's quality management program, please contact your risk engineering account coordinator.

Zurich

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Quality-Assured Solutions Provider

* Risk engineering and claims services are provided by Zurich Services Corporation.

This is intended as a general description of certain types of risk engineering services available to qualified customers through Zurich Services Corporation. Zurich Services Corporation does not guarantee particular outcomes and there may be conditions on your premises or within your organization which may not be apparent to us. You are in the best position to understand your business and your organization and to take steps to minimize risk, and we wish to assist you by providing the information and tools to assess your changing risk environment.

Small business owners are responsible for the loss control activities at their company. Zurich offers risk engineering solutions – comprised of tools, reports and information from literally millions of past claims from nearly every industry segment – that can help small businesses minimize and better control losses and improve their bottom line.

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