

# Zurich QualityNet for Construction

Zurich QualityNet for Construction enables contractors to measure the effectiveness of their Quality Assurance and Quality Control (QA/QC) processes and thereby identify where defects are more likely to occur.

## The challenge

Substantial time and money is spent developing and implementing safety, quality and productivity best practices for the construction industry. Yet, contractors are required to continually improve the quality of their work while being given less time to manage the quality assurance/quality control (QA/QC) process.

Failure to successfully identify, communicate and correct work in a timely manner may lead to liability for defects in design, workmanship or materials. The longer the QA/QC process takes to identify and correct issues, the greater the potential for an increase in claims costs.

The need for fast and accurate identification of QA/QC issues, combined with the ability to communicate and manage correction of those issues, is essential to a project's success.

## The solution

Zurich QualityNet, a proprietary service from Predictive Solutions, enables contractors to identify defects early on in order to proactively address them. It also measures the effectiveness of the contractor's QA/QC process and offers indicators which identify where quality defects are likely to occur.

It also helps to hold employees accountable for actively monitoring quality processes, identifying compliant and non-compliant issues, and observing items appropriate to the end product being produced.

Contractors can use these insights to make operational, production or material changes that help prevent defects from occurring. As quality inspections go up, incidents and injuries go down.

## The process

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- Inspector records quality observations in the field using either handheld devices (i.e. smart-phones) or document scanning technology
- Observations are assigned to the appropriate category; categories are based on construction industry best practice guidelines and can be customized to accommodate the project's QA/QC program
- Uploads the collected data to the Predictive Solutions' secure QualityNet server
- Draws real-time conclusions about future quality risks using predictive modeling and the observation data
- Allows contractors to use this insight to make operational, production or material changes to help prevent defects from occurring

## Capabilities

- Uses leading quality and risk criteria indicators to help reduce construction defect claim costs
- Generates real-time reports that compare quality performance by region, contractor and project type
- Identifies, summarizes and compares quality issues through easy-to-read reports
- Benchmarks results against aggregate data through data comparison and predictive analytics

## Benefits

### Improved quality performance

- Helps to minimize long-term construction defect liability
- Increases employee participation, competency and accountability in quality control processes
- Enables better selection and management of specialty contractors
- Establishes metrics for continuous quality process improvement
- Reduces the frequency and complexity of rework

### Enhanced financial performance

- Reduces turnaround and closeout time
- Helps sustain the cost effectiveness of a quality control program
- Improves on-schedule performance
- Minimizes profit erosion resulting from rework costs
- Helps reduce insurance costs by proactively identifying exposures and other areas of concern

### Optimized business results

- Documents quality processes from collection to notification thru completion
- Uses leading quality indicators to identify issues long before they become a punch list item
- Facilitates immediate action based on insightful business intelligence
- Minimizes delays in the reporting of information

## For more information

For more information on Zurich QualityNet for Construction, please contact your risk engineering account coordinator.

Contractors may also contact:

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## Additional resources

Predictive Solutions

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Phone: 800-991-3262

<http://www.predictivesolutions.com>

### Zurich Services Corporation

1400 American Lane, Schaumburg, Illinois 60196-1056  
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Risk Engineering



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