

1. Record Nr.	UNINA9910457372103321
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Titolo	Construction quality management : principles and practice // Paul Watson and Tim Howarth
Pubbl/distr/stampa	Abingdon, Oxon ; ; New York, N.Y. : , : Spon Press, , 2011
ISBN	1-283-24108-0 9786613241085 1-135-16508-4 0-203-85966-9
Descrizione fisica	1 online resource (329 p.)
Altri autori (Persone)	HowarthTim
Disciplina	690.068/5
Soggetti	Building - Quality control Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Front Cover; Construction Quality Management; Copyright Page; Contents; List of figures; List of tables and boxes; Author biographies; Preface; Abbreviations; Introduction; 1. An overview of key theorists and quality philosophy; 2. Measuring project and corporate performance; 3. ISO 9001:2008; 4. The European Foundation for Quality Management Excellence Model (EFQM EM); 5. Quality and environmental management systems; 6. Developing a learning organisational culture; 7. Quality management systems for health and safety in construction; Answers to set questions and case studies; Index
Sommario/riassunto	"Written in line with the ISO 9001:2008 standard, this textbook provides a comprehensive evaluation of quality management systems and tools. Their effectiveness in achieving construction project objectives is explored, as well as applications in corporate performance enhancement for business types across the built environment. Self test questions and case studies are included to help the student and professional alike"--