

CLIENT-SIDE CONSTRUCTION DELIVERY

Quality Management Framework

Handover should be a formality.

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THE PROBLEMS WE SOLVE

Quality left to the end is an unnecessary risk.

Variations and disputes resulting from misaligned quality expectations.

Assurance risk due to missing or poor-quality test and compliance records.

Delays and cost impact caused by late-stage documentation scrambles.

Operational readiness delayed by incomplete or low-quality handover documentation.

Contractor obligations absorbed by the principal as operations fixes documentation after handover.

Operations competency gaps from poor or absent equipment training.

Our approach prevents disputes, delays and variations by establishing quality management as a system, not a checklist. We start by defining requirements upfront, then hold them through clear guidance, continuous documentation, oversight and defined escalation.

A FRAMEWORK THAT

01



Creates contractual clarity on quality requirements and deliverables, and provides guidance on how to deliver them.

02



Defines responsibilities that enable cooperation and smooth delivery of quality.

03



Defines processes that keep the Contractor accountable and progress moving.

WHAT YOU RECEIVE

Quality Specification setting out the required quality deliverables and their content.

Input into the Principal's Requirements to produce a cohesive contract pack.

Specific (Special) Conditions to the project contract (NZS 3910, NZS 3916 or other) ready for internal legal review, covering the Contractor's obligation to keep As-Built and O&M documents current with the works, your right to verify progressively, and the Contractor's obligation to train your team on the equipment against the O&M manual.

Standardised handover document structure and guidance for consistent delivery between projects.

Project audit process and tools to empower your team to undertake oversight.

Defined document naming and revision convention or your own convention incorporated into the Quality Specification.

Quality issue management procedure clear and effective so that all parties understand the process.

Training your project delivery team and the Contractor's team if required, on the use of the framework.

Every organisation contracts differently and carries a different risk appetite, so we work with your team to adapt the framework to how you deliver.

All deliverables are yours to keep and deploy on future works, ensuring consistently robust quality delivery across your portfolio.

THE BENEFITS



Quality that holds, project after project.

Cost and programme certainty on quality delivery, because contractors price a known, well-defined standard.

Assurance you can evidence, with records that prove the asset was built as specified.

Handover documentation that arrives complete, current and already reviewed, in a familiar structure every time.

Contractor obligations that stay with the contractor, rather than landing on your team at handover.

An operations team competent from day one, trained against the manuals they will keep using.

Insight into a contractor's quality maturity before you award, from how they respond to the specification.

A standard that compounds across your portfolio, rather than being rebuilt each project.

NEXT STEP

If any of that sounds like your projects, the next step is a conversation. Half an hour to work out whether the problem we solve is the problem you have.

How far the framework goes is up to you. It ranges from handing it to your team and training them on it, through to us running quality on a live project.

Pricing depends on scope.

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