



Understanding TQM

Definition

"Quality" is "a degree of excellence; a distinguishing attribute." That is, quality is the degree to which a product lives up to its performance, endurance, maintainability, and other attributes that a customer expects to receive from purchasing a product or service. In order to produce quality product, one must instill TQM concept into one's product development process. The word "total" means the total of everything in an organization. That is, it covers every process, every job, every resource, every output, every person, every time and every place. According to the American Society for Quality Control (ASQC), total quality management (TQM) "is a management approach to long-term success through customer satisfaction. TQM is based on the participation of all members of an organization to improving processes, products, services, and the culture they work in. TQM benefits all organization members and society."

Some other definitions of TQM:

"TQM is both a philosophy and a set of guiding principles that represent the foundation for a continuously improving organization. TQM is the application of quantitative methods and human resources to improve the product and services supplied to an organization, and the degree to which the needs of the customers are met, now and in the future. TQM integrates fundamental management techniques, existing improvement efforts, and technical tools under a disciplined approach focused on continuous improvement."

TQM View of Quality

Under the TQM concept, quality is defined and judged by the customer. Therefore, it acknowledges a customer-driven economy. It focuses on continuous process improvement to achieve high quality of product (or service). Its strategy tries to achieve "total quality" throughout the entire business, not just in the end-product. It suggests that any improvement that is made in the business, be it a better design of a component or a better process of a system, will help to improve the "total quality" of the organization and the quality of the final product.

TQM View of Quality

Under the TQM concept, quality is defined and judged by the customer. Therefore, it acknowledges a customer-driven economy. It focuses on continuous process improvement to achieve high quality of product (or service). Its strategy tries to achieve "total quality" throughout the entire business, not just in the end-product. It suggests that any improvement that is made in the business, be it a better design of a component or a better process of a system, will help to improve the "total quality" of the organization and the quality of the final product.

Member News

December 2015
Vol. 26, No. 12
Ft. Lauderdale,
Florida

Brickell House, a luxury condominium in Miami was recently awarded the Award of Excellence by the Architectural Woodwork Institute.

The Team members were

Owner/Developer:

Newgard Development Company - Miami; Architect: Sieger Suarez Architect - Miami; Designer: Yabu Pushelberg - Toronto/New York; General

Contractor: **John Moriarty & Associates** - Hollywood and **Hollywood Woodwork** - Hollywood.

The 46-story project, the first of the post-recession luxury condominiums, overlooks Biscayne Bay, in Downtown Miami.

Sperry Van Ness Commercial Realty is proud to announce that Kathryn B. Gillespie has joined its team of commercial real estate advisors serving the Fort Lauderdale and surrounding areas. Gillespie is experienced in a variety of asset classes with specialization in the sale and lease of industrial and office properties.

A native Floridian, Gillespie has vast knowledge of the South Florida commercial real estate market.

"We're pleased to have Kathryn join our highly accomplished team of Advisors," said Keith Kidwell, SIOR, CCIM.



Kathryn B. Gillespie



Value Through Experience and Expertise

Each month Construction FOCUS features a CASF member company, selected by drawing a business card from among those attending the monthly networking breakfast. The next breakfast, sponsored by , will be held on Thursday, January 21, 7:30 a.m. at Shula's Hotel in Miami Lakes.

Gate Precast Company, a subsidiary of Gate Petroleum Company, is a privately held diversified corporation headquartered in Jacksonville, FL. Gate Precast has become one of the largest and most diversified precast concrete producers in the United States with eight manufacturing facilities and is known for its design-assist collaboration with design teams. The company is annually recognized as a top subcontractor by Engineering News-Record Magazine. In addition to designing and producing architectural precast, structural precast garages, pre-stressed hollow core slabs, transportation/infrastructure and marine components, Gate Precast offers a complete

range of in-house pre-construction and construction services including BIM trained engineers and full time project management teams within their multiple plant locations which serve over two thirds of the United States.

The value of Gate Precast is established by its people. Gate's combined experience and expertise contribute



added value for its customers. Gate's dedicated team employs the latest technology and systems from engineering and design to delivery and execution. In fact, Gate is constantly striving to be a cutting edge

architectural precast producer and therefore has formed a dedicated research and development program which routinely develops innovative products and techniques for the built environment.

In addition to staying on top of the latest technologies Gate Precast prides itself on tackling challenging projects. "Architects, contractors and owners all reach out to Gate knowing we engage all the challenging projects no other company is capable of taking on," says Alex Perez, Gate Precast's South Florida

Architectural Precast Sales and Design Assistance Consultant since 2012. "All projects are challenges. However, the greater the challenge, the

greater the reward." This outlook is one of the many reasons that Gate has been able to work on projects such as The Miami Science Museum, Cleveland Clinic, Miami Children's Courthouse, UM Frost School of Music and the upcoming All Aboard Florida stations.

Gate Precast has been a member of CASF since 2013. Gate believes that it has benefited from its CASF membership by gaining great exposure through both sponsorship and networking opportunities. Most importantly, the constant events held by CASF have allowed countless opportunities to meet different people.

To learn more about Gate Precast Company and the services that they offer please visit their website at www.gateprecast.com.

CONSTRUCTION ASSOCIATION of South Florida

2929 North West 62nd Street, Ft. Lauderdale, FL., 33309
Phone: 954-974-6333; FAX: 954-974-6633
casf@casf.org

OFFICERS

Frank Frione, GFA International, President
Russell Anderson, Moss & Associates, First Vice President
Mindy Szarowicz, Baker Concrete, Second Vice President
Jeff Slade, Miller Construction Company, Secretary/ Treasurer

BOARD OF DIRECTORS

•**Deborah Beetson**, DPR Construction •**Randy Farmer**, CEMEX
•**Bruce Capon**, Balfour Beatty Construction •**Michael W. Fee**, Lotspeich Co. of Florida, Inc.
•**Justin Lord**, Central Broward Construction •**Sid Miller**, Miller Glass & Glazing
•**Brian Mueller**, Southeast Mechanical Contractors •**Rachel Elliot**, Suffolk Construction
•**Richard W. Schuergler**, John Moriarty & Assoc. of FL. •**Doug Wallace**, Stiles Construction Company

IMMEDIATE PAST PRESIDENT

Bob Baer, Central Florida Equipment

PAST PRESIDENT

Craig Heiser, M.C. Velar Construction

•ASSOCIATION EXECUTIVE VICE PRESIDENT, **John C. Siegle**
•FINANCIAL ADVISOR, **Robert Benson**, Crowe, Horwath, LLP
•LEGAL ADVISOR, **Heath Eskalyo**, Kelley Kronenberg
Contributing Writer, **Jo Montenegro**

Construction Focus is the official publication of the Construction Association of South Florida. Article suggestions and submissions for publication consideration should be forwarded to the Executive Vice President.

56 Craftsmanship Award Winners in 2015!



Lotspeich Company of FL



Gulfstream Roofing



East Coast Metal Structures



Advanced Stucco



Pattison Sign Group



Precast Specialties

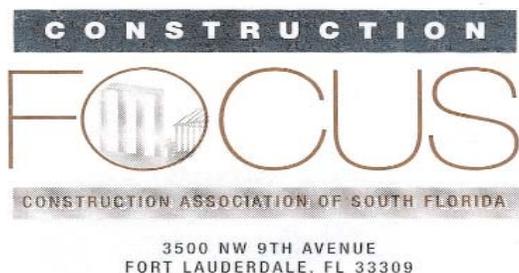


Kauffman Lynn Construction



Premier Stoneworks





ROUTE TO:

OSHA seeks public comment as it updates Safety and Health Program Management Guidelines

The U.S. Department of Labor's Occupational Safety and Health Administration is seeking public comment on an updated version of its voluntary Safety and Health Program Management Guidelines. First published in 1989, the guidelines are being updated to reflect modern technology and practices.

These guidelines are intended to help employers establish health and safety management plans at their workplaces. Key principles include finding and fixing hazards before they cause injury or illness, and making sure that workers have a voice in safety and health.

The updated guidelines should be particularly helpful to small- and medium-sized businesses. They also

address ways in which multiple employers at the same worksite can coordinate efforts to make sure all workers are protected.

"The goal of safety and health management is to prevent workplace injuries, illnesses and deaths," said Assistant Secretary of Labor for Occupational Safety and Health Dr. David Michaels. *"Employers who embrace these guidelines will experience lower injury and illness rates, and their progress in improving the safety culture at their worksites will contribute to higher productivity, reduced costs and greater worker satisfaction."*

For more information and to review the draft guidelines and provide comment, visit OSHA's Safety and Health Program Management webpage. Comments will be

accepted until Feb. 15, 2016. Comments can also be posted directly to www.regulations.gov using Docket #OSHA-2015-0018.

The guidelines are advisory only and do not create any new legal obligations or alter existing obligations created by OSHA standards or regulations.

Under the Occupational Safety and Health Act of 1970, employers are responsible for providing safe and healthful workplaces for their employees. OSHA's role is to ensure these conditions for America's working men and women by setting and enforcing standards, and providing training, education and assistance. For more information, visit www.osha.gov.