



Tariff Street, Manchester

UL2024B

Application No – 135675/FO/2022

Quality Management Process.

The construction of 1NQ and Clements Building, Tariff St in Manchester represents a significant undertaking, requiring meticulous attention to detail, adherence to regulatory standards, and a commitment to delivering excellence in every aspect of the project. To ensure the successful completion of this endeavour, a robust Quality Management Process has been developed to govern all construction activities and ensure that the final result meets the highest standards of quality, safety, and performance.

The Quality Management Process outlined for this project encompasses a comprehensive framework designed to establish clear objectives, define responsibilities, and implement rigorous quality control measures at every stage of the construction process.

1. Introduction to the team and their Roles and Responsibilities

Architect: Leech Rhodes Walker

Role: Leach Rhodes Walker (Architect) are responsible for creating the initial design concept and architectural drawings for this project. They play a crucial role in establishing the overall vision, aesthetic character, and functionality of the building.

Responsibilities:

Develop architectural concept and schematic designs.

Prepare detailed architectural drawings, elevations, and specifications.

Specify materials, finishes, and design elements.

Review and approve material samples for conformance with design intent.

Collaborate with engineers, consultants, and contractors to ensure design integrity.

Provide input and guidance throughout the construction process to maintain design coherence and quality.

Sign off on material selections and architectural details to ensure compliance with design standards and specifications.

Project Director: United Living

Role: The United Living project director oversees the planning, execution, and completion of the construction project. They act as the central point of contact between the client, design team, contractors, and other stakeholders.

Responsibilities:

Develop project plans, schedules, and budgets.

Coordinate activities of the design team, contractors, and subcontractors.



Manage project resources, procurement, and contracts.
Monitor project progress and performance.
Mitigate risks and resolve issues as they arise.
Ensure compliance with regulatory requirements and quality standards.
Facilitate communication and collaboration among project stakeholders.

Design Team/Design Manager (United Living/Leach Rhodes Walker/Fairhurst's/TPM Landscapes)

Role: The design team consists of United Living Design team, Architects, Engineers, and consultants responsible for developing and refining the project design.

Responsibilities:

Develop detailed design drawings and specifications.
Conduct structural, mechanical, electrical, and other engineering analyses.
Specify building systems, components, and materials.
Review material samples and provide input on their suitability.
Coordinate design efforts to ensure integration and coherence.
Address technical challenges and optimize design solutions.
Assist in resolving conflicts or discrepancies between design intent and construction realities.

Quality Control Inspector: United Living

Role: The quality control inspector is responsible for ensuring that construction materials and workmanship meet specified standards and requirements. United Living and the Client have appointed Quality Control inspectors for the project. Each appointed sub-contractor will have an appointed quality control inspector on site.

Responsibilities:

Conduct inspections of materials, components, and construction activities.
Verify compliance with design specifications, codes, and regulations.
Identify defects, deficiencies, or deviations from quality standards.
Document inspection findings and maintain records.
Coordinate with contractors to address non-conformities and ensure corrective actions are taken.
Monitor ongoing construction to maintain quality and safety standards.

Sub-Contractors and Suppliers:

Role: Contractors and suppliers are responsible for executing the construction work and supplying materials as per the design and specifications.

Responsibilities:

Procure and deliver materials according to specifications and schedules.
Install materials and components in accordance with design drawings and industry standards.
Coordinate with subcontractors and trades to ensure timely completion of work.



Implement quality control measures to ensure workmanship meets standards.

Address any issues or concerns raised during construction.

Provide input on material selection and availability.

Each member of the team plays a crucial role in ensuring the successful execution of the construction project, with Leach Rhodes Walker (Architect) providing design oversight and recommendation on material selections to maintain design integrity and quality standards.

2. Interface Management (between component materials) and Contractual Responsibility for this.

Scope Definition: The project contract clearly defines the scope of work for each party involved in the project, including responsibilities related to interface management.

Interface Identification: The project team, including designers, engineers, and contractors, have identified critical interfaces between component materials early in the project planning phase. This involved reviewing design drawings, specifications, and other project documents to identify potential interface issues and risks.

Risk Assessment: Once interfaces were identified, the project team conducted a risk assessment to evaluate potential risks associated with interface management. This included assessing the likelihood and impact of interface-related issues such as material incompatibility, dimensional discrepancies, and construction sequencing conflicts.

Interface Coordination: The United Living project management team is responsible for coordinating interface management activities between different parties involved in the project, including material suppliers, subcontractors, and specialty trades. This involves establishing communication channels, facilitating collaboration, and resolving interface-related issues in a timely manner.

Quality Assurance: Contract documents include provisions for quality assurance measures related to interface management. This includes requirements for material testing, inspections, and verification of compatibility between component materials.

Change Management: Interface management often requires adaptation to changes during the construction process. Contract documents include provisions for change management procedures, including how changes to component materials or design revisions impacting interfaces will be addressed, documented, and communicated to relevant parties.

Contractual Clauses: Specific contractual clauses include to allocate responsibilities and liabilities related to interface management.

Performance Monitoring: The United Living project management team have established performance metrics and monitoring mechanisms to track interface management activities



and ensure compliance with contractual requirements. This may include regular progress meetings, inspections, and reporting on interface-related issues and resolutions.

3. Off Site Management

Within the Brick façade there is little off site construction to consider, but there are elements such as windows and a small amount of cladding we have to consider .

Our process to maintain a high level of standards are –

Maintaining material quality in off-site construction, particularly during manufacturing and assembly stages, is crucial to ensure the final product meets the required standards. Here are several key strategies to maintain material quality:

Supplier Selection: We choose reputable suppliers with a track record of delivering high-quality materials. We conduct thorough assessments of potential suppliers to ensure they meet quality standards and have appropriate certifications and Warranties.

Material Inspection: Implement rigorous inspection procedures to assess the quality of materials upon delivery to site. This may involve visual inspections, testing, and verification against specifications.

Quality Control Processes: Establish comprehensive quality control processes throughout the build stages. This includes defining quality criteria, conducting regular inspections, and addressing any deviations promptly.

Employee Training: Provide training to personnel involved in handling of products. Ensure they understand quality requirements, proper handling procedures, and how to identify and address potential issues.

Traceability and Documentation: United Living will maintain detailed records of materials used in each component or module. This allows for traceability in case of defects or quality issues and facilitates effective quality management. We will do this through the request for EDP's and any certification required for Warranty.

Supplier Communication: United Living will maintain open communication channels with suppliers to address any quality concerns promptly.

Testing and Certification: United Living will obtain relevant certifications to demonstrate compliance with industry standards.

Final Inspection: United Living will perform a final inspection of completed components or modules before handover. This ensures that only products meeting quality standards are delivered to the project site.



By addressing interface management responsibilities and contractual provisions early in the project lifecycle, the stakeholders can mitigate risks, streamline coordination efforts, and ensure successful project delivery. By adopting this effective interface management United Living are ensuring we can successfully achieve project objectives, minimising delays, and delivering a high-quality built environment.

4. Control of Material Standards

Secure Packaging: United Living ensure that upon appointment through due diligence that each manufacture follows a stringent policy of protecting materials for transportation. Materials and panels should be securely packaged to protect them from physical damage during transportation. This may involve using appropriate packaging materials such as shrink wrap, foam padding, or protective covers.

Vehicle Selection: United Living ensure the chosen supplier choose transportation vehicles suitable for the type and size of materials being transported. Ensure vehicles are equipped with features such as tie-down points, cushioned suspension, and climate control as needed.

Route Planning: United Living assist to plan transportation routes to the development at Tariff St carefully to avoid road hazards, sharp turns, and rough terrain that could potentially cause damage to materials. Consider factors such as traffic conditions, road quality, and weather forecasts.

Inspection and Maintenance: Suppliers are aware that they regularly inspect transportation vehicles for signs of wear and tear that could compromise their ability to safely transport materials. Perform routine maintenance to address any issues promptly.

Prevention during On-site Assembly:

Site Preparation: United Living prepare the construction site to accommodate material storage and assembly activities safely. Clear the area of debris, level the ground, and establish designated storage and assembly areas. This creates an ethos of Safe Working

Handling Procedures: United Living implement strict handling procedures during on-site assembly to prevent damage to materials and panels. All Sub-contractors appointed train workers on proper lifting techniques, use of handling equipment, and assembly methods.

Weather Protection: United Living and the Sub-Contractors will provide weather protection measures such as temporary shelters, tarps, or enclosures to shield materials and panels from rain, wind, or extreme temperatures during assembly should any be required.

Supervision and Monitoring: United Living and the nominated sub-contractor will assign experienced supervisors to oversee assembly activities and ensure compliance with



handling procedures. UL will monitor assembly progress and intervene promptly if any issues arise.

Managing Damages:

Documentation: United Living will document any damage to materials or panels upon arrival at the construction site and during assembly. United Living will keep detailed records including photographs, descriptions of damage, and relevant timestamps.

Reporting: United Living site team will report any damages promptly to the project management team and. United Living will provide detailed information about the extent of damage, potential causes, and any immediate actions taken to mitigate further damage.

Assessment and Repair: United Living and its nominated sub-contractor will assess the extent of damage to determine the appropriate course of action. Depending on the severity of damage, repair or replacement of materials or panels may be necessary. We will coordinate with suppliers or manufacturers to obtain replacement parts or materials as needed.

Cost Allocation: United Living will determine responsibility for the damages and allocate associated costs accordingly. This may involve referring to contractual agreements, insurance policies, or applicable legal regulations.

Preventive Measures: If required, United Living will implement preventive measures to reduce the risk of similar damages in the future. This may include revising handling procedures, improving transportation methods, or enhancing on-site assembly practice.

5. Sub-Contractor Selection and management

Prequalification: United Living have developed a criteria for subcontractor prequalification, considering factors such as experience, qualifications, financial stability, safety record, and reputation. Prequalification helps ensure that subcontractors have the necessary capabilities to perform the required work.

Request for Proposals (RFPs) or Bids: United Living issue RFPs or bid invitations to prequalified subcontractors, clearly outlining project requirements, scope of work, specifications, timelines, and evaluation criteria. United Living then evaluate bids based on factors such as cost, quality, schedule, and past performance.

Due Diligence: For each Sub- Contractor, United Living conduct thorough due diligence on prospective subcontractors, including reviewing their track record, references, certifications, licenses, insurance coverage, and compliance with regulatory requirements.

Interviews and Site Visits: Upon selection, United Living interview shortlisted subcontractors to assess their understanding of the project scope, technical capabilities,



manpower, equipment, and availability. If available United Living conduct site visits to evaluate their facilities, resources, and work practices.

Negotiation: United Living will then carry out a process to negotiate contract terms, including pricing, payment terms, scope of work, schedule, warranties, insurance requirements, change orders, and dispute resolution mechanisms. We ensure that contracts are clear, fair, and legally enforceable.

Subcontractor Management:

Clear Communication: United Living upon appointment establishes open and clear lines of communication with subcontractors from the outset of the project. Ensure that all parties understand project objectives, expectations, roles, responsibilities, and performance metrics.

Contract Compliance: United Living team will Monitor subcontractors' compliance with contract terms, specifications, quality standards, safety regulations, and legal requirements. Address any deviations promptly and enforce contractual obligations as necessary.

Regular Coordination Meetings: The United Living Team will conduct regular coordination meetings with subcontractors to review project progress, resolve issues, coordinate activities, and ensure alignment with project schedules and milestones.

Performance Monitoring: United Living will implement performance monitoring mechanisms to track subcontractors' progress, productivity, quality of work, safety performance, and adherence to schedules and budgets. We use key performance indicators (KPIs) to evaluate subcontractor performance objectively.

Quality Assurance: United Living will establish quality assurance procedures to ensure that subcontractors deliver work of the required quality. United Living will conduct inspections, quality control checks, and tests as necessary to verify compliance with specifications and standards. United Living adopt an Oculo system to track and record any snagging of materials and workmanship ([Oculo AI](#)).

Change Management: United Living manages changes to subcontractor scope of work, schedules, or specifications through formal change management processes. This includes document change orders, negotiate adjustments to contract terms, and communicate changes to all relevant parties. This is all recorded with United Livings filing system Aconex.

Payment and Invoicing: United Living administer subcontractor payments in accordance with agreed-upon terms and milestones. Review subcontractor invoices for accuracy, completeness, and compliance with contract requirements before approving payment.



Dispute Resolution: United Living resolve disputes or conflicts with subcontractors through proactive communication, negotiation, mediation, or arbitration as appropriate. We refer to dispute resolution clauses in contracts and seek legal advice if necessary.

Performance Evaluation: United Living Team will conduct periodic performance evaluations of subcontractors based on predefined criteria, including quality, timeliness, responsiveness, safety, and adherence to contractual obligations. We use performance feedback to inform future subcontractor selection decisions.

6. Inspection and Sign Off Flow Chart

United Living Adopt a stringent policy with regards inspection and sign off of materials be received by site:-

Material Procurement:

Purchase Order Issued

Material Requisition Received

Receipt of Materials:

Materials Received at Site and logged through the United Living process.

Verify Delivery Against Purchase Order

Check for Damage or Defects

Initial Inspection:

Inspection by Site Supervisor or Quality Control Inspector

Verify Material Specifications

Check for Conformance to Standards

Acceptance Criteria:

Meet Quality Standards

Comply with Specifications

No Damage or Defects

Quality Control Testing (if applicable):

Conduct Material Testing (e.g., strength, durability, composition)

Laboratory Testing or On-Site Testing

Documentation:

Record Inspection Results

Document Test Results

Maintain Inspection Logs or Reports

Approval Process:

Submit Inspection Reports to Project Manager



Review Inspection Findings
Determine Acceptability of Materials

Sign-Off:

Project Manager Approves Materials
Sign-Off on Inspection Report or Material Requisition

Material Storage or Installation:

Approved Materials Stored in Designated Area
Proceed with Material Installation or Use in Construction

Rejection Process (if necessary):

If Materials Do Not Meet Acceptance Criteria:
Notify Supplier or Vendor
Document Non-Conformance
Initiate Rejection Process or Return of Materials

Re-Inspection (if necessary):

Re-Inspect Replaced or Corrected Materials
Ensure Compliance with Acceptance Criteria

Final Approval:

Final Approval of Materials for Use in Construction
Sign-Off on Material Requisition or Inspection Report
Record Keeping:

Maintain Records of Approved Materials

File Inspection Reports and Documentation for Future Reference

Closeout:

Closeout the Material Procurement Process
Update Project Records and Documentation



7. Samples and Detailed Design and Verification Process before Case Officer.

Submission of Design Proposal:

United Living/Axis RE have submitted a detailed design proposal to Manchester City Council Planning department. This proposal includes architectural drawings, specifications, and other relevant documentation.

Initial Review:

Request for Samples:

United Living will initially construct a 1.5m sq panel of the chosen bricks with relevant mortar finish and detail to reveals – upon approval a further larger panel will be constructed including all materials relevant to the Façade construction (LRW Drawing 8198-LRW-ZZ-ZZ-DR-A-90-500_P02_Sample Panel)

Sample Review:

Samples are evaluated by Manchester City Planning Department, in addition to the appointed Architects, engineers, to assess their suitability and compliance with design standards. This evaluation considers factors such as durability, appearance, texture, colour, and environmental impact.

Detailed Design Verification:

The detailed design is thoroughly reviewed and verified to ensure accuracy, completeness, and compliance with regulatory requirements. This verification process involves checking dimensions, structural integrity, material specifications, and other technical details.

Design Modifications:

If discrepancies, deficiencies, or areas of non-compliance are identified during the verification process, the design may need to be modified or revised. Designers work collaboratively to address feedback, make necessary adjustments, and resubmit revised plans for review.

Final Approval:

Once the design has been thoroughly verified and any necessary modifications have been made, the planning department will be consulted for final approval. This approval signifies that the proposed project meets all regulatory requirements and is ready to proceed.

Documentation and Records:

All design documentation, including approved plans, specifications, and sample approvals, are documented and maintained as part of the project records. These records serve as a reference for future inspections, audits, and compliance monitoring.

Communication with Case Officer:

Throughout the design verification process, communication with the case officer assigned to the project is essential. Regular updates, discussions, and exchanges of information ensure transparency, address concerns, and facilitate timely decision-making.

