

<b><u>POLICY TITLE</u></b>		
<b>LOWER MAINLAND FACILITIES MANAGEMENT</b> representing Fraser Health, Vancouver Coastal Health, Provincial Health Services Authority and Providence Health Care  <b>SUPPLIER RELATIONS - QUALITY IMPROVEMENT</b>		
<b><u>AUTHORIZATION</u></b>	<b><u>DATE APPROVED</u></b>	<b><u>DATE REVISED</u></b>
Vice President Capital Projects, Real Estate & Facilities Management	June 12, 2013	

### Purpose

Lower Mainland Facilities Management (LMFM) has established a policy framework with specific evaluation criteria in order to objectively assess the quality of services provided by contractors on construction projects in an effort to:

1. Improve the effectiveness of project delivery and client service at reasonable cost;
2. Ensure that the firms with which LMFM contracts perform their obligations in a fully satisfactory manner;
3. Demonstrate to firms that they are accountable for quality and that there are consequences to poor quality;
4. Improve the quality of contractors on facility projects;
5. Ensure to the fullest extent possible the use of qualified contractors; and
6. Establish and maintain a continuous record of contractor quality for the purpose of recognition and penalties.

Quality evaluations are concerned with both the quality of project deliverables and the manner in which they are delivered. They are critical to the success of project procurement. The results of quality evaluations may affect a firm's eligibility for future project contracts, therefore they will be completed promptly and accurately to reflect the work that was completed.

It is the responsibility of LMFM to ensure that the Contractor Quality Evaluation Forms developed for this purpose are completed by Project or Plant Managers during the project if issues arise, or as soon as possible after project completion.

A Quality Review Committee has been established to manage the contract quality evaluation process. The evaluation reports must be completed for all projects that exceed \$2 million or which are of complex or hazardous in nature. LMFM is responsible through its Project and Plant Managers and in-house design managers to ensure that all contractors are held responsible to provide quality services and products.

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### Quality Evaluation Criteria for Contractors

1. Quality of Workmanship
2. Time
3. Project Management
4. Cost Management
5. Health and Safety

### Contractor Quality Review Committee

- Ensures due diligence in the management of private sector contract quality from a variety of points of view and solicits recommendations from Committee members and other advisors to reward or suspend bidding privileges of private sector firms based on their actual quality.
- Reviews all Quality Improvement results and rates as 'superior', 'satisfactory', 'non-satisfactory' or 'unacceptable' and determines appropriate action, ratings and consequences to be taken.
- Chairperson forwards these results with the appropriate covering letter to the firms following the deliberations of the Committee advising firms of the Committee's decisions. The letter includes a notice to the firm that they may rebut the evaluation and/or related consequences within a specified period.
- Ensures ratings and consequences are recorded in the appropriate evaluation sheets.
- Chairperson reviews all rebuttals with a view to obtaining agreement on the quality of the firm.

### Contractor Quality Committee Membership

- Executive Director, Quality and Risk Management: Chairperson
- Manager, Procurement: Secretary:
- Executive, Director, Performance, Systems and Support
- Executive, Director FMO and CP
- Executive, Director Planning

The Quality Improvement Evaluation Manual will be used to define all aspects of the process.