

CHAPTER-1

INTRODUCTION

1.1 AIMS AND OBJECTIVES OF CONSTRUCTION MANAGEMENT:

Construction management is a managerial process involved in construction industries like management of labour, material and equipment to minimize the project cost and project duration and also to optimize the quality of works.

Objectives:

The main objectives of construction management are:

- Completing the work within estimated budget and specified time.
- Evolving a reputation for high quality workmanship.
- Providing safe and satisfactory working conditions for all personnel and workers.
- Taking sound decisions at the lowest practical management level through delegation of authority.
- Motivating the people to give of their best within their capacities.
- Creating an organization that works as a team.

1.2 FUNCTIONS OF CONSTRUCTION MANAGEMENT:

The functions of construction management are:

(i) *Planning and scheduling:* Planning involves formulation of a number of alternative realistic work plans for achieving specified objectives and finally selecting plan which is best suited from the stand point of available resources and constraints imposed upon the project. It essentially covers the aspect of 'What to do' and 'How to do it'.

Scheduling is the fitting *duration* of the final work plan to a time scale. It shows the order of various construction activities. It deals with aspect of 'When to do it'.

(ii) *Organizing:* Organizing is concerned with division of the total construction work into manageable departments/sections and systematically arranging various operations by delegating specific task to the individuals. The relationships between various personnel are established and the organizational structure of the project is depicted by simple flow chart.

(iii) *Staffing:* Organizing involves the division of the project work into sections and staffing is the provision of people to fill the positions so created. Recruiting the right people, arranging staff training courses and carrying out proper staff assessment are all part of the staffing function.

(iv) *Directing:* The directing function is concerned with training sub-ordinates to carry out assigned task, supervising their work and guiding their efforts. The

essence of directing lies in the ability to motivate people individually and as groups to utilize their creative effort in achieving specified objectives.

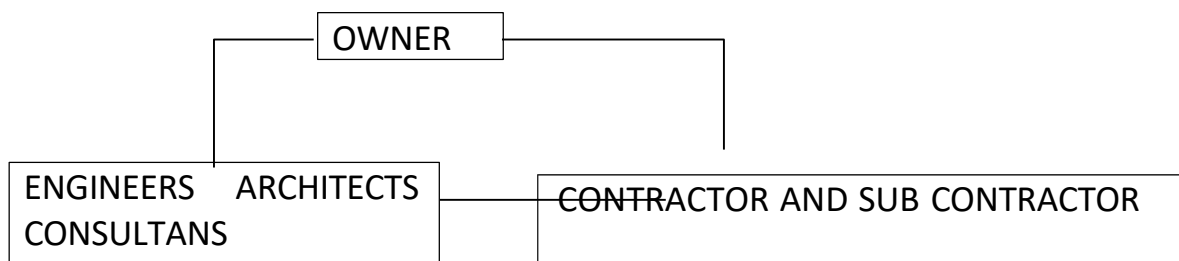
(v) *Controlling:* Controlling is necessary for ensuring effective and efficient working. It involves a constant review of the work plan to check on actual achievement and to discover and to rectify deviations through appropriate corrective measures. The essential steps in management control are:

- Measurement of actual performance in terms of progress, quality and cost incurred;
- Comparison of actual and planned performance

(vi) *Co-coordinating:* Since authority converges to the top of the organizational pyramid, it is necessary to bring together and co-ordinate the work various departments and sections. This requires an efficient system of communications that each department and section is aware of its role and the assistance to be expected from others. Regular meetings of departmental/sections head with top management are fundamental to proper coordination, so that plans, problems and remedies are discussed for determining the best solution.

1.3 THE CONSTRUCTION TEAM COMPONENT:

- For a civil engineering project a construction team is composed of owner, engineer/architects and contractor.
- The object of the team is to convert the owner's conceptual into a reality.
- The owner forms the construction team to survey his interests through the services of both the contractor and the team of engineer.
- The function of the constituents of any team depends upon the scope and nature of the project.



Owner:

The owner may be an individual or a group of individuals, private or public sector company. The owner is the ultimate authority over the project. All the power of decisionmaking regarding managerial, financial, and administrative aspects is invested in him. He is responsible for the funds and other resources of the project.

Engineer:

It includes the empowered construction engineers who are socially responsible for the project management, store control inspection and quality assurance, construction supervision, cost control and such similar assets. It also includes architect, structural engineer, quantity surveyor, mechanical and electrical engineer, specialists such as structural constant, safety and maintenance planner, soil investigator.

- Architects-The duty of architects is to assess the owner's functional requirements and prepare plans and specification for the purpose.
- Structural engineer-The structural engineer is to prepare structural design as for requisite loads through technical design and to prepare working drawing which is handed over to construction engineer.
- Mechanical Engineer-He is responsible for mechanical services associate with the project during and after construction.
- Electrical Engineer-He is concerned with the preparation of working drawing for electrical power and distribution system during and after construction.
- Quantity Surveyor-His duty is to,
 - Estimate the cost of work.
 - Prepare bill of quantities and tender document.
 - Asses the extra cost due to special features.
 - Prepare the cash flow statement during construction.
 - Prepare the final accounts on completion of the project.
- Specialist-They have to perform specialized work entrusted to them. such as soil investigator collect information regarding soil for the proper design of foundation.

Contractor:

- The contractor may be an individual undertaking small contracts or a large construction company undertaking turn –key projects.
- Contractor whether small or big needs the services of qualified engineers. Some of the engineers employed by the contractor deal with office work such as designing, tendering, scheduling etc. and others known as site engineers are concerned with the actual execution of work such as surveying, leveling, construction & billing.
- He has to collect rates of materials and labour to determine the time rate.
- It is duty and liability of a contractor to follow the labour act.
- It is duty of contractor to safeguard his own men and material.
- He should finally handover the completed work to the owner and get the final payment, adjusting the running bill accounts.

1.4 RESOURCES FOR CONSTRUCTION MANAGEMENT:

Constitutional i.e. creation in the form of finished product is the direct result of using various resources in the most effective ways. The various resources being used in the construction project can be enumerated as,

- (i) MANPOWER
- (ii) MATERIAL

- (iii) MACHINERY
- (iv) MONEY
- (v) SPACE

(i) **Manpower:**

- Manpower in the form of technical and managerial personnel and work force in various trades is essential to carry out project activities.
- Technical managerial personnel are essential for efficient use of human resources and to achieve project completion within estimated time and budget.
- Technical personnel include engineers, architects, quantity surveyors, supervisors, technicians etc.
- The work force consists of skilled and unskilled workers.

(ii) **Materials:**

Materials such as bricks, stones, cement, aggregate, steel, shuttering, scaffolding, timber, water supply, sanitary and electrical fittings, petrol, oil, lubricant, etc. are required for construction.

(iii) **Machinery:**

For any construction work, various plant/equipments and tools are required. Depending on the type and nature of the construction job, machinery required at site includes batching plant, mixer, tractor, excavators, dumpers, cranes, pumps, generator, workshop equipments etc. Power is an essential resource required for lighting, running the plant equipments and for other facilities.

(iv) **Funds:**

Adequate funds should be available for smooth implementation of the project. Financial planning is essential for smooth cash inflow and outflow to avoid delays in project activities.

(v) **Space:**

For any construction activity to proceed efficiently it is essential to plan the available space at site for:

- Storing materials.
- Providing yards for bar benders, carpenters, installation of equipment and plant, repair workshops, casting yards etc.
- Site office, labour camp etc.

CHAPTER-2

CONSTRUCTIONAL PLANNING

2.1 IMPORTANTS OF CONSTRUCTIONAL PLANNING:

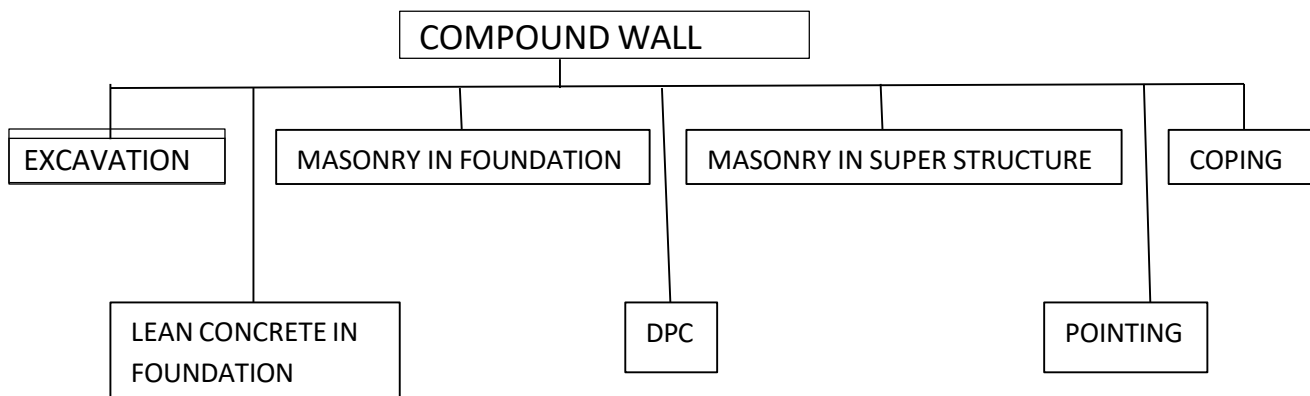
The need for better construction practice, systematized planning and programming of works and effective management in the industry is therefore the demand of the day.

Constructional planning is the first step of the construction management. The construction planning of a civil engineering project must consider the wide range of aspect involved, site investigation, market survey, bidding of the works, post tender negotiation and agreement planning for the works monitoring and controlling the progress of work during the execution up to the completion of the work, even its maintenance during the stipulated period.

2.2 DEVELOPING WORK BREAKDOWN STRUCTURE FOR CONSTRUCTION WORK:

For effective planning, it is necessary to break down the total project into sub-sections and activities. Each activity or job may further be sub-divided into smaller jobs for planning at various levels.

The functional elements of project and their inter-relationship are determined by a technique known as work breakdown structure. Such a technique establishes the hierarchical order in a system by breaking the project into recognizable systems, sub-systems, and discrete activities. For example, construction of a compound wall may be broken down as shown in figure,



of a compound wall)

(Work breakdown structure

2.3

CONSTRUCTION PLANNING STAGES:

For efficient implementation of project activities, planning is essential at various stages. Planning for construction may be done in the following two stages. Planning for construction may be done in the following two stages:

- *Pre-tender Stage*
- *Post tender Stage*

Pre-Tender Stage:

Pre-tender planning is broad based and is carried out by the contractor. It is the stage in which a contractor has the best opportunity of planning his likely method of construction for the future contract and prepares a realistic programme for carrying out the work. This stage enables the contractor to make a proper bid and prepare him for completing the work in the stipulated time. During this stage, the contractor's main aim is to see whether the contract under consideration is profitable or not. Before a contract is undertaken, the contractor is required to visit the site of construction work.

Pre –tender planning includes the following steps:

- Examining drawings and specifications to identify various items of work.
- Carrying out site investigation and market survey to assess the availability and rates of materials, manpower, machinery and other facilities.
- Identifying alternative methods of executing the work for selecting the most suitable and economical method.
- Estimating the quantities of different items of work and the time required for their completion.
- Preparing the tentative construction schedule with reference to the stipulated time of completion.
- Deciding the overheads and margin of profit and finalizing the tender price for completing the work within the stipulated time.

Post-tender stage:

Post-tender stage is also called Contract stage or construction stage. This stage commences with the acceptance of the tender and extends till completion of the contract. After the pre-tender stage, the contractor has to undertake detailed planning to organize various activities of construction work so that the project may be completed within the scheduled time. Post-tender planning is used in chalking out specific details for execution of the project. Inadequate planning at this stage inevitably results in delays leading to heavier expenditure than originally estimated.

Post-tender stage planning involves the following steps:

- Establishing a good communication system between members of the construction team for the smooth running of project work.
- Evaluating alternative construction methods identified during the pre-tender stage in order to select the most economical and efficient method.
- Studying inter-relationships of various items of work and finalization of proper sequence of operations.
- Calculating the phased requirement of construction materials such as cement, aggregate, bricks, steel etc.
- Determining the phased requirement of plant and machinery including repair and maintenance facilities.
- Preparing details of manpower requirement including labour, supervisors and managerial staff for various stages of the work.

Good communication between various members of the construction team is essential to complete the project within scheduled time. Proper co-ordination between members of the construction team voids the possibility of delays at various stages of the work. Various alternatives have to be considered in detail to ensure proper utilization of project resources, leading to the greatest economy in cost. Construction programme is depicted in the form of charts which can be readily understood by workers, supervisors and construction managers. The programme provides information regarding the date and time of starting and completing different items and activities of work including working drawings, staff recruitment, supply orders, delivery of materials etc.

2.4 CONSTRUCTION SCHEDULING BY BAR CHARTS:

Scheduling is the process of fitting the work plan to a time frame indicating the start and completion each activity. It also shows sequential relationships among various activities.

The construction schedule is a tool that a contractor uses to manage time and execute activities in a proper sequence. To prepare a construction schedule, the project is divided into different activities or operations. The sequence of operations can be decided after knowing their inter-relationship as per the construction method adopted.

The conventional method of scheduling used in the construction industry is the bar chart. It is also known as Gantt Chart after Henry Gantt. Who developed this technique around 1900. A bar chart consists of two co-ordinate axes, one showing the time and the other showing jobs or activities to be performed. Each job is depicted in the form of a horizontal line or bar and the length of a bar indicates duration of the job or activity. In a project, some jobs are taken up concurrently and some are required to be completed before other can begin. Thus, in a bar chart, some of the bars run parallel to each other and some run serially with one bar beginning after the other bar ends. The level of detail of the activities and the unit of time is determined by the intended use of the bar chart.

Activities

Time (Days)

Lay out and excavate (foundation)

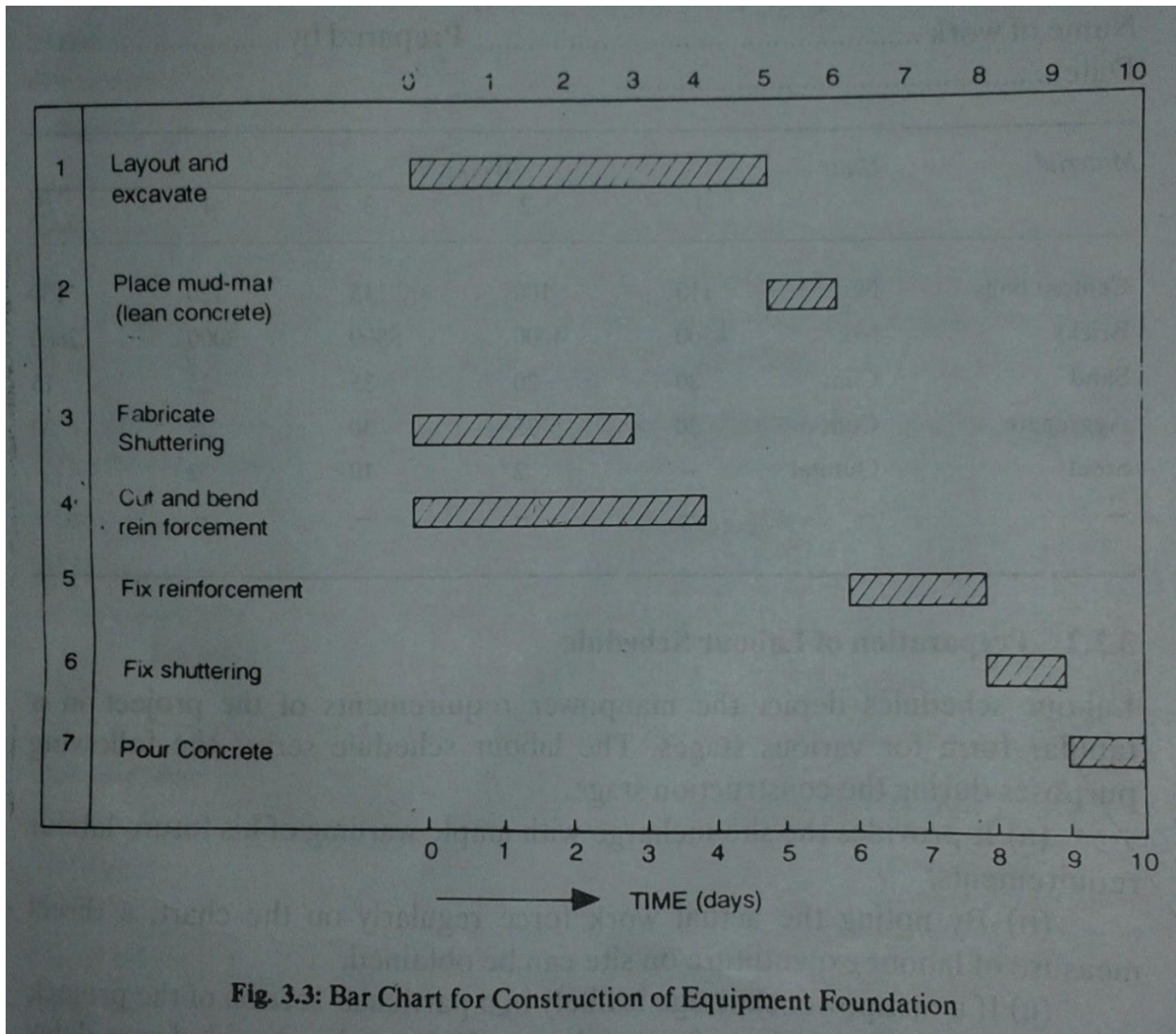
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Place lean concrete	1
Fabricate shuttering	3
Cut and bend reinforcement	4
Fix reinforcement	2
Fix shuttering	1
Pour concrete	1

The activities of 'layout and excavate foundation', 'fabricate shuttering' and 'cut and bend reinforcement' can start simultaneously as these activities are independent of each other. These activities being concurrent are shown by parallel lines or bars in the chart (Fig. 33). Activity 'place mud-mat(lean concrete)' can only start after completing the activity 'layout and excavate foundation'. These two activities being in series are depicted in the bar chart one after the other. Likewise, 'fix reinforcement' can only be taken up after placing mud-mat (lean concrete). 'fix shuttering' follows the fixing of reinforcement. These activities, being in series, are shown one after the other. 'pour concrete' is the last activity which follows the fixing of shuttering and being in series, is shown as such in the bar chart.

Bar charts are easy to prepare and to understand. The progress achieved at site in respect of any activity may be shown on the bar chart by drawing a coloured line under the planned bar or line of that activity. The progress achieved is generally indicated on the coloured line as a percentage. Bar chart may, therefore, be used for monitoring the progress of work.

Bar charts may also be used for depicting the resource requirements of a construction job.



2.5 PREPARATION OF MATERIAL, EQUIPMENT, LABOUR AND FINANCE SCHEDULES:

For any given work, the resources required are materials, manpower, machinery and money. These resources have to be utilized in a planned and efficient manner in order to derive the maximum benefit. Further, there may be many uncertainties in the availability of resources. The right type of labour or equipment may not be available at the required time due to labour unrest or breakdown of machinery. Thus, to execute the construction work in an efficient manner and without wastage of any of the inputs, schedules for various project resources need to be prepared.

2.5.1 Preparation of Material Schedule

Material schedules showing weekly requirements of commodities are prepared from the construction programme. A material schedule enables storage space to be adequately planned and necessary arrangements to be made for timely delivery of materials. Disruption of work due to shortage of materials can be avoided by using a material schedule. The material schedule may be prepared either month wise or week wise depending on the extent of the project and storage space.

Let us consider a typical material schedule prepared week wise for the construction of a temporary shed(8m x 20m).

Name _____ of _____ work..... Prepared by.....
 Date.....

Material	Unit	Weeks			
		1	2	3	4
	5				
Cement bags	No.	110	100	115	120
130					
Bricks	No.	4500	4000	5500	3000
2600					
Sand	Cum	20	20	35	25
Aggregate	Cum	20	35	30	25
Steel	Quintal	-	2	10	2
-	-	-	-	-	-

2.5.2-Preparation of Labour Schedule

Labour schedules depict the manpower requirements of the project in a tabular form for various stages. The labour schedule serves the following purposes during the construction stage.

- It provides the site in charge with ample warning of his future labour requirements.
- By noting the actual work force regularly on the chart, a direct measure of labour expenditure on site can be obtained.
- If a manpower shortage is likely in a particular section of the project, it enables such type of labour force to be sought from elsewhere before a delay occurs.
- It helps in efficient and optimum deployment of the labour force in various sections of the project.

Name of work.....Prepared by.....
Date.....

Manpower		Weeks							
		1	2	3	4	5			
1	1								
	Fore man						1	1	1
	Carpenter	-	-	-	1		1		
	Welder	-	-	3	2		1		
	Mason		1	1	2		2	1	
	Mixer operator				-		-		-
-	Labourers						3	3	10
6	3	-						-	-

2.5.3 Preparation of

Equipment (Machinery) Schedule

An equipment schedule is prepared for all plant/equipment required to be deployed on the project. From this schedule, delays in the work that may occur either due to non-availability or breakdown of equipment can be averted.

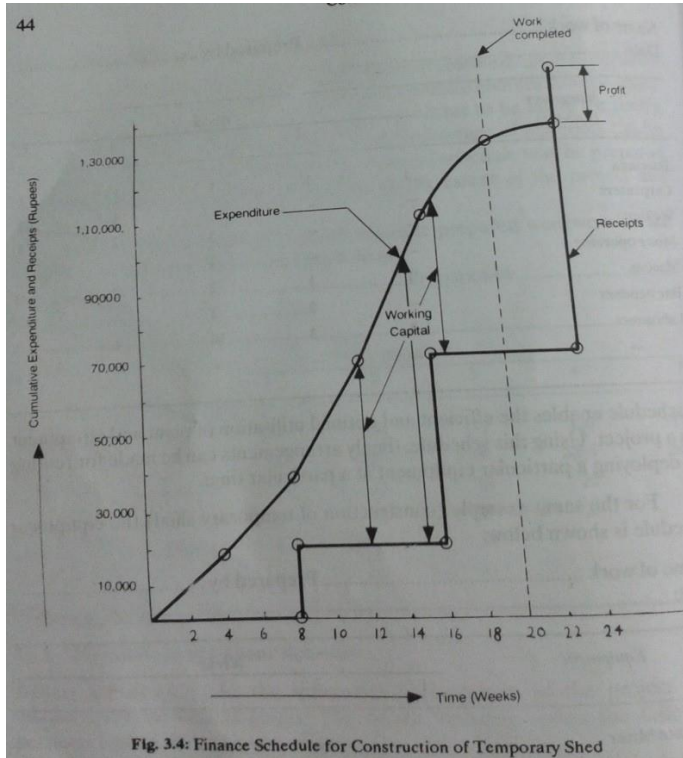
Name of work..... Prepared by.....
 Date.....

Equipment	Weeks				
	1	2	3	4	5
Concrete mixer	-	-	1	-	-
Vibrator	-	-	1	-	-
Welding set	-	-	1	1	1
Truck	-	-	1	1	1
-	-	-	-	-	-

Such a schedule enables the efficient and optimal utilization of plant and equipment on a project. Using this schedule, timely arrangements can be made for renting or deploying particular equipment at a particular time.

2.5.3 Preparation of Finance Schedule

Finance schedules are essential both for the pre-tender and construction stages. A finance schedule shows the amount of cash required at different stages of the construction project. It enables long-term financial planning for the entire project to be carried out in an efficient manner. It also considers cash inflow from the running bills and indicates finances required for the successful completion of the project. The finance schedule for the construction of a temporary shed.



2.6 LIMITATIONS OF BAR CHARTS:

Limitations of bar charts are as follows:

➤ *Interdependencies of activities*

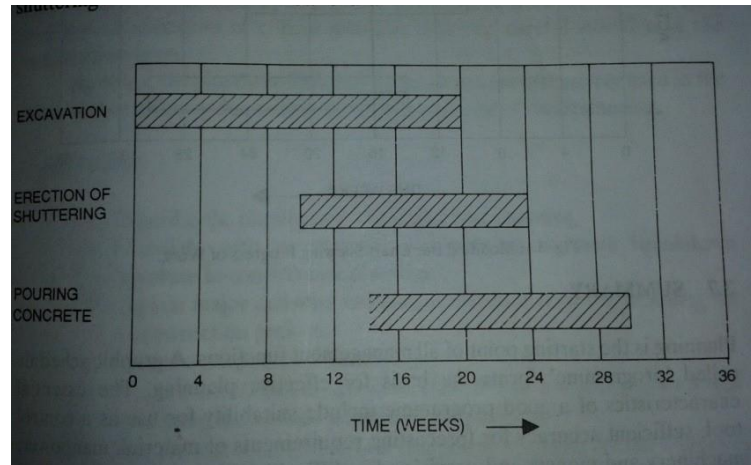
A construction project consists of a large number of activities. The bar chart does not show clearly the interdependencies among the various activities. This is a major deficiency. The mere fact that two or more activities are scheduled to start at the same time, does not make them interdependent or completely independent.

Consider a construction project involving excavating foundation, fixing shuttering and concreting in which the time consumed by each activity is as under:

Excavating foundation	20 weeks
Fixing shuttering	14 weeks
Concreting	16 weeks

If the activities are taken up in a series, the total time taken for completion of project will be 50 weeks. As we can easily see, fixing of shuttering may start after the completion of say half of foundation excavation. Similarly, concreting may start say 5 weeks

after fixing of shuttering. The bar chart of these activities is shown in figure 3.5. As per the bar chart, fixing of shuttering still has 4 weeks of work after excavation is over. If, however, excavation is delayed by 1 or 2 weeks due to unexpected difficulties, its effect on fixing of shuttering is not clear from the bar chart.



➤ *Project Progress*

A conventional bar chart cannot be used as an efficient control device because it does not show the progress of work. A knowledge of the quantum of work completed or progress achieved is essential in any project. A conventional bar chart can be made more useful by modifying it as shown in figure 3.6. In the modified bar chart, the progress of work can be depicted by colouring/hatching blank bars. For example, on reviewing the progress after 16 weeks of the project, excavation work is observed to be 2 weeks behind schedule as shown in figure 3.6.

➤ *Quantities of items of work*

The bar chart depicts the time schedule for various activities but it does not indicate the quantities of work. The bar chart may be improved by showing quantities of work against individual items.

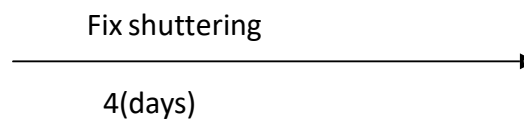
➤ *Critical Activities*

Another limitation of the bar chart is that it does not indicate critical activities requiring careful attention of the construction team. Knowledge of critical activities is essential for rescheduling or accelerating the project completion.

2.7 CONSTRUCTION SCHEDULING BY NETWORK TECHNIQUES:

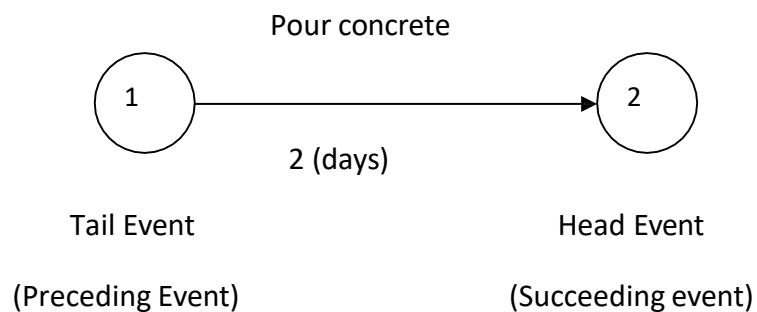
Defination of terms:

(a) *Activity:* An activity is the performance of a specific task, operation, job or function which consumes times and resources and has a definite beginning and end. An activity is graphically represented by an arrow drawn from left to the right. The length, shape and orientation of arrow have no significance. For example excavate foundation, lay brick work, backfill trench, fix shuttering etc are all activities.



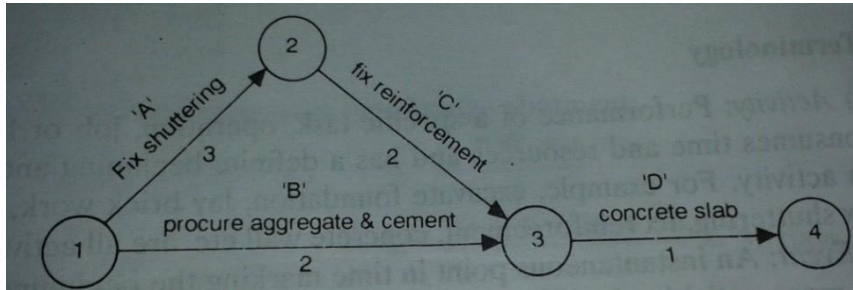
(Representation of Activity)

(b) *Event:* Event (also called NODE) represents instant in time when certain activity has been started or completed. In other words an event describes start or completion of task. It is represented by a number enclosed in a circle. The beginning of an activity is marked by a tail event or preceding event and the end by a head event or succeeding event. While drawing network, it is assumed that, time flows from left to right.



(Representation of Event)

(C) *Network*: A network is a diagrammatic representation of a work plan showing the activities, step-by-step, leading to the established goal. It depicts the inter dependence between the various activities, i.e. which activities can be done together and which activities must precede or succeed others.



PERT AND CPM TECHNIQUES:

Network techniques are effective tools for planning and scheduling and controlling construction jobs. Network techniques provide a rational approach to the planning and construction work. The allocation of such techniques inevitable when there is a constrain or resources and need for higher productivity. The two commonly used network technique are CPM and PERT.

- CPM Stands for Critical Path Method
- PERT stands for Programme Evaluation and Review Technique.

Advantages of CPM and PERT network:

CPM and PERT network are very powerful tools and facilitate the work management in the various phases of the project by the following ways:

Planning Phases: Planning is the process of choosing a particular method and order of work to be adopted for a project from all the various ways and sequences in which it could be done. The sequence of steps required to achieve the optimum result is the proper plan for the works and is shown schematically on the network diagram. Furthermore, it permits the ready evaluation and comparison of alternative works and helps in choosing the best plan based on minimum cost and minimum time.

Organizing Phase: It helps in awarding the contract to the best and efficient contractor because the network of the project furnished by the contractor along with the tender is the mirror image of the resource capacity of the contractor and the methodology of the project.

Scheduling Phase: Scheduling is the determination of timing of the operations comprising the project which helps in the preparation of various calendars, such as; from the starting date to the finishing date, the delivery time of the materials used in the project is clearly mentioned on material calendar.

Controlling and Monitoring Phase: Network facilitates in controlling the execution of the project activities to ensure timely completion of the project through periodical reviewing and applying corrective measures.

Evaluating Phase: After the completion of the project, the planned and actual time and cost are compared, the reasons for deviation are analyzed and specific difficulties while execution are highlighted. These reports are made available to the executive for use in future projects.

A comparison between CPM and PERT is given below:

CPM	PERT
(a) CPM is activity oriented.	(a) PERT is event oriented
(b) Single time estimates are used for the various activities i.e. the time estimates are deterministic.	(b) The time estimates for activities are probabilistic. The following three type of time estimates are used for each activity: (i) Optimistic time (ii) Pessimistic time (iii) Likely time
(c) CPM is used for repetitive types of projects i.e. projects where the time estimates for various activities prior are either known or can be determined fairly accurately.	(c) PERT is used for pioneering type of project which are the first of their one kind and where data about activity times is not available.
(d) CPM places emphasis upon optimizing allocation of resources.	(d) PERT lays emphasis on reducing project completion

tion of resources and minimizing overall project cost.

time without cost constraint.

NETWORK ANALYSIS:

(a) *Earliest start time (EST)*: The earliest start time is the earliest possible time at which an activity can start.

(b) *Earliest finish time (EFT)*: The earliest finish time is the earliest possible time at which an activity can finish.

(c) *Latest start time (LST)*: The latest start time is the latest possible time by which an activity can start without any delay of project time forecast on the basis of earliest occurrence time to the final event.

(d) *Latest finish time (LFT)*: The latest finish time is the latest possible time that an activity can finish without any delay in completion of the project.

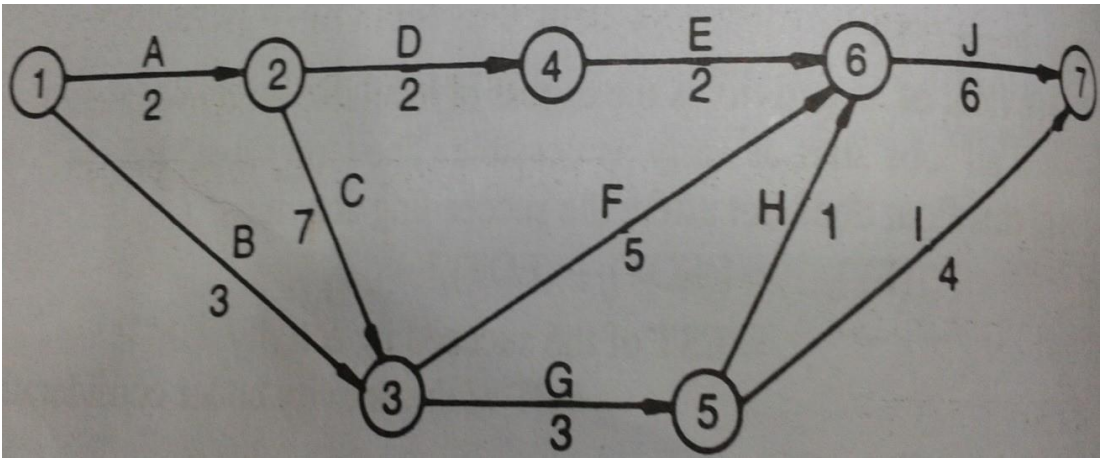
FLOATS: Float indicates the range within which the start and finish time of an activity may vary without affecting the completion time of the project.

(a) *Total float (TF)* of an activity is the excess of the maximum available time over the activity time.

(b) *Free float (FF)* of an activity is the excess of available time over the activity time when all jobs start as clearly as possible. The term "free" indicates that the use of this float does not affect the succeeding activities.

(c) *Independent float (IF)* of an activity is the excess of minimum available time over activity time. In some cases the absorption of this float neither predecessor nor successor activity that's why, it is called independent.

Exp. 1. Find the critical path and project duration of the given CPM project. Also calculate EST, EFT, LST, LFT and TF, FF, IF in a tabular form.



Solution:

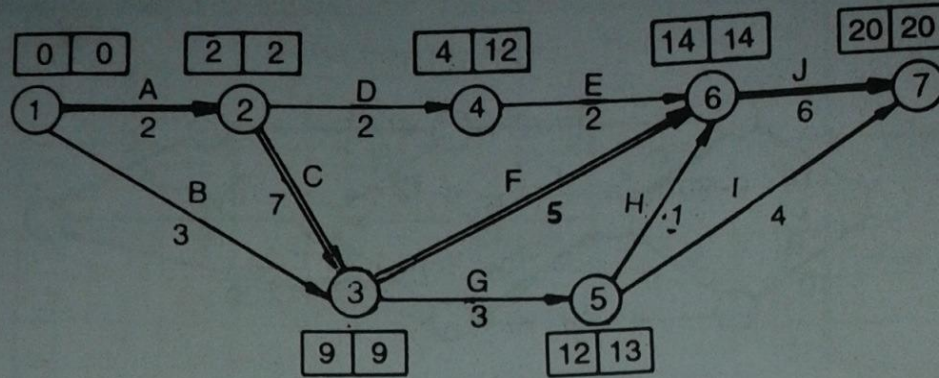


Fig. 1.29

Project duration = 20 days

Critical path = 1 - 2 - 3 - 6 - 7 or A - C - F - J .

(Shown by double line in the Fig. 1.29)

Event time comprising EOT & LOT has been indicated in the respective time box of each event.

Calculations of EST, EFT, LST, LFT & TF, FF, IF, INT. F are presented in the following tabular form: (Table 1.4).

TABLE 1.4		SCHEDULING										
Activity	I-Node	J-Node	Duration (days)	Activity Time (days)				Float (days)				Remarks
				EST	EFT	LST	LFT	TF	FF	IF	INT.F	
A	1	2	2	0	2	0	2	0	0	0	0	Critical
B	1	3	3	0	3	6	9	6	6	6	0	
C	2	3	7	2	9	2	9	0	0	0	0	Critical
D	2	4	2	2	4	10	12	8	0	0	8	
E	4	6	2	4	6	12	14	8	8	0	0	
F	3	6	5	9	14	9	14	0	0	0	0	Critical
G	3	5	3	9	12	10	13	1	0	0	1	
H	5	6	1	12	13	13	14	1	1	0	0	
I	5	7	4	12	16	16	20	4	4	3	0	
J	6	7	6	14	20	14	20	0	0	0	0	Critical

3.0 MATERIALS MANAGEMENT

Definition

The International Federation of Purchasing and Materials Management accept the definition of materials management given below.

According to it, materials management is a total concept having its definite organization to plan and control all types of materials, its supply , and its flow from raw stage to finished stage so as to deliver the product to customer as per his requirements in time. This involves materials planning , purchasing , receiving, storing, inventory control, scheduling, production, physical distribution and marketing. It also controls the materials handling and its traffic. The materials manager has to manage all these functions with proper authority and responsibility in the material management department.

3.1 CLASSIFICATION OF STORES.

Scientific classification of various items of stores is essential for a good system of store keeping. Materials in stores are classified either on the basis of their nature or on their basis of their use. The former method of classification is most commonly used. For example the material may be classified as construction materials, consumable stores, spare parts, abrasives, lubricating oils , etc. After dividing all items of stores into various classifications, the next step is to codify alphabetically or numerically each item of stores by giving it a distinctive stores code number. Decimal system of codification is more commonly used. Under this method of codification, the whole numbers are used to indicate the main group and decimals to indicate primary, secondary and other groups. For example materials may be classified as follows.

Section body -1 i.e., main code consists of first two digits.

Section body -2 i.e., sub-code consists of the next two or three digits depending upon the requirement.

Section body -3 i.e., details of the sizes, quality etc. Last one or two digits depending upon the requirement

Following are the advantages of a system of classification and codification.

- (i) It helps in material control.
- (ii) It gives the advantages of abbreviation because lengthy description of an item of stores replaced by a distinctive store code number.
- (iii) A coding system helps, in the maintenance of mechanised accounts.
- (iv) Secrecy of descriptions can be maintained because a distinctive store code number (and not description of the item of stores) is used.
- (v) The biggest advantage of codification is the distinctive code given to each item of stores and avoidance of duplication due to multiple names which results in a reduction of items of stores carried.
- (vi) It facilitates the identification of various items of stores resulting into prompt issue of stores. This is particularly useful in those cases where the same material is known by more than one name.

TYPES OF STORES

There are two types of stores contingent on the following considerations;

- 1 . FUNCTIONAL – depending on the use to which material is put –chemicals, tool, raw materials stores etc.
- 2 . PHYSICAL – depending upon its size and location- central stores, decentralises store and central stores with sub-stores. These are discussed below;

(A) Centralised Stores: - The usual practice in most of the concerns is to have a central store. In case of such a store, materials are received by and issued from one stores department. All materials are kept at one central store. The advantages and disadvantages of this type stores are as follows;

Advantages :-

1. Better control can be exercised over stores because all stores are housed in one department.

2. Better layout of stores is possible.
3. Less storage space as store are kept to a minimum.
4. Investment in stocks is minimised.
5. Economy in cost. Examples are reduced clerical costs and economy in records are stationery
6. Economy in staff and concentration of experts in one department will lead to development of high technical skill.
7. Less botheration in inventory checks as the stores are located in one place.

Disadvantages :-

1. This system of stores increases transportation costs because one central store may not be near to the every department of the factory.
2. Delay and inconvenience may be caused to depts (situated at a distance from the central store) in drawing materials from the central stores.
3. Greater risks of loss in case of fire because all items of stores are kept at one place.
4. Breakdown in transport may stop production in departments because of difficulty of getting materials from the central stores.

(B) Decentralised Stores:-

Under this type of stores , independent stores are situated in various departments. Handling of stores is undertaken by the shopkeeper of each department. This department requiring stores can draw from them their respective stores situated in their departments. The disadvantage of centralised stores can be eliminated if there are decentralised stores. Such type of stores set up to meet the requirements of materials of each production department are not popular because of the heavy expenditure involved.

(C) Centralised Stores with Sub Stores

In large factories, departments are situated at a distance from the central stores; so in order to keep the transportation cost of handling charges to minimum, sub-stores (in addition to the central stores near the receiving department) should be situated near the production department.

For each item of materials, a quantity is determined and this should be kept in stock in sub-store at the beginning of any period. At the end of a period, the shopkeeper of each sub-store will requisition from the central store the quantity of the material continued to bring the stock upto the predetermined quantity. In short, this type of store operates in a similar way to a petty cash system ; so this system of stores is also known as the imprest system of store control.

3.2 Issue of Materials

Purchase requisition or indent

The purchase officer does not initiate any action for the purchase of items on his own accord. With the help of purchase requisitions, the purchase officer comes to know the types of materials or items needed in the organization.

The purchase requisition is received from the following sections.

- (i) from office section to purchase the office equipment.
- (ii) from advertising department or sales or research section.
- (iii) from planning and pattern department for castings.
- (iv) from production department to purchase the plant and machinery or any other equipment.
- (v) from store section for regular stock materials

A purchase requisition is a form used as a formal request to the purchasing department to purchase items. This form is prepared by the storekeeper for regular stock materials and by the department head for special items not stocked as regular items. The requisition is provided by an executive, such as the plant superintendent or works manager.

The purchase requisition is generally prepared in triplicate. The original copy is sent to the purchasing department, the duplicate is kept by the storekeeper or the department which initiates the requisitions and the triplicate is sent to the authorising executive.

The purchase requisition initiated by the storekeeper for regular items of materials is called regular purchase requisition and the purchase requisition prepared by the department head for special materials is known as special or occasional purchase requisition. Regular purchase requisitions are prepared when the item of materials reach at the ordering levels, i.e. the level at which the order for fresh supply should be placed. This is done so that there may be no shortage of materials and production may not be held up for want of materials. The specimen form of a purchase requisition is given below.

It is clear from the specimen of the purchase requisition that it provides the following three basic informations which assist in the work of purchase department –

- a. What type of material is to be purchased?
- b. When is to be purchased?
- c. How much is to be purchased?

The purchase department is to make timely purchases to avoid the situation of rush orders to the extent possible because it costs more to make purchases by rush orders. The purchase department should be in constant touch with the suppliers, the market trends and socio-political conditions so that timely steps may be taken to procure the items. Anticipating advance needs will determine the kind of order.

Swadeshi Company Ltd.

Purchase Requisition or Indent

Regular

No.		Special		Date
				Date by which materials are required
Serial No.	Description of Articles	Store Code No.	Quantity Required	Remark
Requested by		Approved by		
For use in purchase Department				
Quotations invited on				
From : 1.				
2.				
3.				
Other Action				
				Purchase Officer

Purchase Budget

Purchase budget is mainly dependent on production budget and material requirement budget. The material requirement budget gives information about the quantity of materials required during the budget period to attain the production target. The following factors are should be taken into consideration while preparing a purchase budget:

- I. Quantity and quality of each material needed according to the production target.
- II. Capital items ,tools and general supplies required during the budget period.
- III. The present stock position and materials expected to arrive, already covered by purchase orders.

- IV. The dates on which purchase items are required.
- V. Prices of items to be bought and positive quantities of discounts.
- VI. Sources of supply.
- VII. Availability of cash to settle accounts of suppliers.
- VIII. Transport requirements.
- IX. Inspection and receiving arrangements.
- X. Storage capacity.

3.3 Stores Accounting Procedures

Need for Stores Accounting

There are two aspects of store accounting i.e., value of the materials stored and quantity of the materials stored. Stores accounting is necessary is regard to value due to the following reasons:

- (i) It is necessary to indicate the value of stocks
(being assets of the company) in the accounts of the company.
- (ii) It provides a means in calculating the cost of goods manufactured.
- (iii) It provides a basis for control of inventory by value.

As regards quantity of materials, it is necessary to ensure, that all the materials received have been accounted for. Similarly all receipts and issues have been entered in stock ledger or register and have been accounted for.

The following are main purposes for which stock records are necessary:

- (i) They indicate the amount of any material in stock at any time without any physical checking.
- (ii) They help to tally the stock as shown by stores accounts. All receipts and issues and issues entered in stock records are subsequently posted in value to stores accounts.

- (iii) They help in determining, the ordering quantity in order to maintain the stocks at the required level.
- (iv) They help in comparing the quantities of all items in the stores ascertained by physical checking with that of quantity balances as per stores records.
- (v) They help the stores staff in locating the goods in the store house.
- (vi) They serve the purpose of a price list, as unit prices given in stores can be used for pricing all stores documents which are ultimately posted to the records.

STORES RECORDS

The following are the most important records used in the stores :

- (i) **BINCARD** :- the card is generally kept in the bin along with particular item. To hold the bincard, usually there is a metal holder attached to the bin. These cards are very simple and give details regarding code number, the unit of issues, the quantity of the received and issued and the balance remaining in the bin.
- (ii) **STOCK CARD**: - stock cards are kept together at one place in the stores office. This office should be within the stores building and not far away from the other offices of the company. This is necessary to keep the proximity between the stores documents and the stores themselves. Stores cards can be of three types i.e., (i)showing only quantities , (ii)showing quantities, and unit price , and (iii)showing quantity , unit price , value of each transaction and the value of balance in stock, (iv)is the best as it gives all details but it requires greater effort and expertise to maintain. Entry of every receipt and issue of store must be done in time and not postponed to the next day.
- (iii) **STORES TRANSFER NOTE** :- this form is used for transfer of materials from one store to another store.
- (iv) **MATERIAL RETURN NOTE** :-this form is used for return of items of surplus material from production or engineering department to the stores department.

- (v) **GOODS INWARD OR RECEIPTS NOTE:-** this form is used for recording receipts of various items of stores in the receipt section.
- (vi) **MATERIAL REJECTION NOTE:-** this note is issued by the inspection department and gives various reasons for rejecting an item of store.
- (vii) **SCRAP NOTE :-** This note is used for sending the scrap to the stores.
- (viii) **MATERIAL REQUISITION FORM :-** this form is used for indenting or requisition of materials from the stores.
- (ix) **GATE PASS :-** in order to prevent pilferage , it is necessary that a gate is issued for taking any item out of the stores and must be presented at the gate. Usually material requisition form or material transfer note can be used as a gate pass.
- (x) **INVENTORY FORM :-** this form is used in stock taking
- (xi) **STOCK VALUATION FORM:-** this form is usually used for valuation of stocks in hand at the end of the year so that it's value may be included in the annual accounts.
- (xii) **TEMPORARY LOAN VOUCHER :-** this voucher is used for issuing tools to the workers which are to be returned to the stores at the end of the day.
- (xiii) **PERMANENT LOAN VOUCHER :-** this voucher is used for issuing tools required for daily use or for a long period by an employee or section.

BIN CARD

A bin card makes a record of the receipt and issue of material and is kept for each item of stores carried. Quantity of stores received is entered in the receipt column of the bin card and the quantity of stores issued is recorded in the store column of the bin card and a balance of the quantity of the stores is taken after every receipt or maintained by the storekeeper and the store keeper is answerable for any difference between the physical stock and the balance shown in the bin card. These cards are used not only for recording receipts and issues of stores but also assist the storekeeper to control the stock. For each items of

stores, minimum quantity, maximum quantity and ordering quantity are stated requisition for the purchase of material in time.

A bin card is also known as bin tag or stock card and usually bung up or placed in shelf, rack, bin where the materials has been kept. Bin cards can also be in the form of loose sheets which can be maintained in the ledger kept in the stores.

Swadeshi Company Limited
BIN CARD

Bin Card No.....
Name of the Article.....
Code No.....
Stores Ledger Folio.....

Bin No.....
Maximum Quantity.....
Minimum Quantity.....
Ordering Quantity.....

Date	Receipts		Issues		Balance	Date of Checking	Remarks	Goods on Order		
	Goods Received Note No.	Quantity	Stores Requisition Note No.	Quantity	Quantity			No. and Date of Order	Quantity	Date of Goods Received

STORES LEDGER

This ledger is kept in the costing department and is identical with the bin card except the receipts, issues and balances are shown along with their money values. This contains a account for every items of stores and makes a record of receipts, issues and balances, both in quantity and value. Thus, this ledger provides the information for the pricing of materials issued and the money value at any time of each item of stores.

Swadeshi Company Limited
STORES LEDGER

Name of the Article
Code No.....
Bin No

Minimum Quantity.....
Maximum Quantity.....
Ordering Quantity.....

Date	Receipts				Issues				Balance			Remarks
	G.R. No.	Qty.	Rate	Amount	S.R. No.	Qty.	Rate	Amount	Qty.	Rate	Amount	

Bin
Card

vs. Stores Ledger –

The difference between a bin card and the stores ledger can be summarised as follows:

Bin Card	Stores Ledger
1. A record of quantities only.	1. A record of both quantities and values.
2. Maintained by the storekeeper.	2. Maintained by the Costing Department.
3. Normally posted just before the transaction takes place.	3. Always posted after the transaction transaction takes place.
4. Each transaction is individually posted.	4. Transactions may be summarised and posted periodically.
5. Usually kept inside the stores.	5. Kept outside the store.

3.4 Inspection of Stores :-

In every enterprise it is possible that the balance of stock shown by stock cards may differ from the actual balance of stock ascertained by physical verification. It may be due to the following reasons:

Avoidable causes

- (i) Clerical mistakes i.e., wrong posting non-posting of entries, wrong casting etc. Such errors can be corrected and actual balance can agree with book balance by making the required correction in cards or stores ledger :
- (ii) Pilferage and thefts.
- (iii) Carelessness in material handling.
- (iv) Short or over –issue of materials.

Unavoidable causes:

- (i) Actual balance may be less due to shrinkage and evaporation.
- (ii) Actual balance may be more due to absorption of moisture.
- (iii) Actual balance may be more due to break down of fire, riots etc.
- (iv) Material may be lost due to breaking of bulk material into smaller parts for issue. For example, some iron is lost due to breaking up big iron rods into smaller parts.

Physical stock taking is very important for a concern as it serves the following purposes:

- (i) It verifies the accuracy of stock records.
- (ii) It supports the value of stock shown in the balance sheet by physical verification.

- (iii) It helps to disclose the possibility of fraud, theft or loss.
- (iv) It helps to reveal the weakness in the system for the custody and control of stock.

In short the difficulty and effectiveness of store keeping methods, controls and procedures can be revealed by the size and number of surpluses and efficiencies by stock taking.

4.0 SITE MANAGEMENT

4.1 Factors influencing selection, design and layout of temporary facilities and services at construction site

Every site, whether large or small, requires temporary services which are designed and provided by the contractor. On a small site, the temporary services consist of access roads, water supply, electric supply, sewer connections etc. On a large construction site, temporary services include a number of facilities such as telephone connection, batching plant, tube wells, service roads, repair and construction yards, material storage yards, canteen and medical facilities etc. There is no specific or fixed pattern for the type of temporary services required at a site. These services depend on the following factors:

- Size and nature of the project
- Location of the project
- Project cost
- Specific needs
- Number of working shifts per day.

Various temporary services required at the site are briefly described below:-

(a) Water Supply

Water supply is essential for all construction sites. For large construction sites, tube wells may be bored which could be later used on a permanent basis. Water supply is required for industrial and drinking purposes. Industrial water supply is required for rock drilling, pile driving, feed water for boiler plant and transporting materials by pipe lines etc. Drinking water supply is required for the work areas, offices, canteen etc. To obtain water supply connections, the contractor or project manager has to apply to the public Health Engineering Department stating the purpose and quantity of water required.

(b) Electricity connection

It is required for both large as well as small projects. In order to obtain an electricity connection, the contractor or project manager has to apply to the Electricity Board/Department stating the quantity of electricity required and the place where the transformer is to be installed. From the transformer, the contractor has to make his own arrangements for supply of power to various locations on the site.

(c) Repair and Constntction Yards

Such types of yards are essential for repair and maintenance of equipment and machinery and as a working area for bar benders, carpenters, welders etc. These yards are set up on the construction site for smooth and unobstructed construction activity.

(d) Material Stores

Such stores are usually constructed with brick walls and G.I. Sheet roofing. G.I. sheets are preferred for roofing purposes because of their high re- usability. The stores are used for the storage of cement, electrical materials, hardware, paints, tools, spare parts, stationery etc. Sometimes A.C. sheets are also used for roofing purposes.

(e) Approach and Service Roads

Approach and service roads are provided for trucks to transport construction materials such as sand, aggregate, cement etc. to the site. These roads are usually provided on the periphery of the construction site. In large projects, these roads may also run through the construction site so that materials may be dumped at the required locations avoiding re-handling shifting of materials.

(f) Sewerage and Sanitation arrangements

Appropriate sewerage and sanitation arrangements are essential at all work sites. Adequate arrangements should be made for the disposal of sewage to some suitable place.

(g) Site Office

Depending on the size and nature of the project, a site office is established for technical and supporting staff. For large projects, the site office of the Executive Engineer, Assistant Engineer and other staff is constructed for coordination, supervision and control of the construction activity. A project conference/display room is also provided for large projects. Site offices are temporary structures provided with G.I. or A.C. sheet roofing.

(h) Labour Huts

For medium and large projects, temporary huts are constructed with brick masonry in lean cement mortar or mud mortar and G.I. sheet roofing to provide shelter for labourers. These huts should be located away from the construction activity zone for safety reasons.

4.2 Principles of storing material at the construction site

The materials at the site should be stored in such a manner so as to prevent deterioration or mixing of foreign matter. So following are the points of prime importance to be considered for storing and stacking of materials.

- (i) Materials stored at the site should be protected from the atmospheric agencies such as rain, sun, wind and moisture.
- (ii) Materials susceptible to fire should be stored so as to prevent fire hazards. Petroleum products and explosives should be stored according to the existing rules and regulations.

- (iii) Materials like precast beams, slabs and pieces of timber, which are likely to be affected by the subsidence of soil or support, shall be stored by adopting suitable measures against this risk.
- (iv) For the storage of materials which are easily and immediately affected by the contact of moisture, special precautions are to be taken. For example cement bags are should be stacked on raised platform, with adequate water proof cover , having not more than 12 bags in a stack and at least 30 cm clearance from any wall.

Similarly lime should be stored in a suitable shed to protect it from dampness.

Brick and tiles should be stacked on a level ground limiting the height of stacks to 1.5m and one metre.

Fine and coarse aggregate shall be stacked on a hard surface in regular stacks of size 2m × 2m × 5 m and in such a way so as to prevent the admixture of vegetable and other foreign materials.

- (v) Materials constantly in use shall be relatively nearer to the place of use, but not too close. Similar materials should be stacked close by.
- (vi) Heavy units should be stacked near the hoist and the ramp.
- (vii) Perishable materials which normally deteriorate during storage shall be kept constantly moving, by replacing old materials with fresh stocks. Freshly arrived materials shall never be placed over materials which had arrived earlier.
- (viii) Fire extinguishers and fire buckets should be provided wherever necessary for safety.

The following basic factors should be taken in respect of receipt, storage and issue of stores :

1. There should be only one in-gate and one out-gate for entry and exit of stores unless the stores themselves are classified into separate groups and are handled by separate sections such as iron, steel , timber, brick, cement and aggregates and miscellaneous section in which case each group may have its own entry and exit gates and connected security arrangements .
2. Entry of all consignments is recorded at the in-gate.
3. No stores/consignments are taken out unless authorised by a supporting out pass/gate pass slip.
4. That total storage accommodation should be divided into the following three sections.
 - a. Receipt Depot
 - b. Holding Depot
 - c. Issue Depot

The following factors should taken into consideration so that the stores are protected from the weathering action of elements such as wind, rain and sun and that the sequence of arrangement should provide first in first out principle so that stores do not deteriorate due to long storage.

- (i) Inflammable material (POL, explosives) should be stored separately and storage license for such commodity should be obtained and bylaw/storage regulation prescribed from time to time should be adhered to.

- (ii) Stores more frequently require to be issued should be stored relatively near to the exit end.
- (iii) Storage yard for timber and similar other materials should have adequate anti-fire measures such as fire extinguishers, sand bucket etc.
- (iv) Coarse and fine aggregates should be stacked in bin and underground pits respectively.
- (v) Materials like cement, lime should be protected from contact of moisture.
- (vi) Cement bags should be stacked clear off the ground by providing donnge of stone slabs, steel girders or timber beams / ballies. They should be stacked at least 30 cm away from the wall and the height should be restricted to 12 bags.

4.3-(I) Location of Equipment

With the ever- increasing cost of labour , it becomes necessary to use more and more mechanical equipment in association with the available man power for construction work. Only by very careful consideration the right type of equipment is chosen for any particular project. Correctly chosen and well operated plant will enable a construction project to be completed quickly and economically.

At the same time no contractor or owner can own all type of equipment needed for the job, due to limited resources and also due to the reason that some of equipments may remain idle, when they are not in use. Thus the owner or the contractor will purchase some of the equipments and others he will hire or he will give further contract for such items which will involve the use of equipments to such an organizations taking such works.

The following points may be considered for the location of equipment.

1. For the owned equipments suitable sheds may be provided near the entrance so that it can be guarded without any additional chowkidar.
2. It should be near to the construction site.
3. It should be near to the materials.
4. For the hired equipments, suitable place may be left vacant where it can be accommodated as per the equipment schedule.

5. For the repair of equipment provision may be made in the shed itself.
6. The project equipment should be provided permanent shed for static equipment and temporary garages for mobile equipment.
7. All equipments received in the project should have initial inspection carried out. In the case of new equipment this inspection is carried out jointly by the project workshop and the representative of the firm from which it is obtained. The equipment should be taken complete with history sheet, log book, maintenance manual and operation manual. A trial demonstration should invariably be insisted upon.

8. Adequate provision for fast moving parts as spares should be made along with the procurement.
9. Washing ramps, platforms should be provided.
10. Responsibility for workshop cover and regular inspection should be fixed.

4.3-(II) Organizing labour at site

This is another task for the supervisory staff to organize the labour properly so that the maximum output may be taken from them. The supervisor may divide the labour into groups with a proper leader who can easily control and pass instructions to them clearly.

Suppose one and ten labourers are put for laying foundation concrete. The division of the labourers will be:

- (i) Say three labourers are put for bringing the aggregates.
- (ii) Two labourers will be deputed for bringing cement.
- (iii) Two for mixing the ingredients for the first batch.
- (iv) Two for the tamping purposes.
- (v) One for bringing water.

After the material is put on the platform for mixing, these three labourers can be put on some other work if another batch is not to be prepared. Similarly after mixing, one labourer out of two and one who is bringing water is now free, can be put for carrying the mixed concrete to the site.

From this it is clear that it is the duty of supervisor to organise the labour in such a way so that there should be no wastage and work should be done efficiently.

However, the following points may be kept in mind, while organising labour at site.

- (i) The supply of labour should be uninterrupted when needed.
- (ii) Un-necessary rehandling of material should be avoided.
- (iii) The material required during the day should be taken once for all from the go-down as it will avoid frequent movement of labour.
- (iv) Labour should not remain idle for want of material.
- (v) It is economical to have some permanent labour.
- (vi) Increase and decrease of labour should be suitably done.
- (vii) Drinking water should be made available at site to avoid wastage of useful time of labourers.
- (viii) The progress of the labourer should be recorded and compared in order to complete the job at the right time.

The organisation of labour for a project involves the following:

1. **recruitment of labour**

This is particularly important in the case of departmentally run projects. If local labour is available, it saves considerable amount of expense and administrative arrangements. In projects in remote areas or in the forward areas where local labour is not possible, labour recruiting zones have be established and a special training cell in the project to take care of the labour from the recruiting zone to the work site has to be established.

2. **provision of accommodation, and welfare activities including medical facilities.**

When labour is an imported one, the transit cell makes the transit arrangement whereas the administrative cell makes arrangement for their living, eating and medical treatment. Sometimes all such facilities consisting of transport , accommodation , messing and clothing are provided free as part of agreement with the workers and entire expenditure is debited to the project.

3. **Arrangement for training**

Labour is primarily classified into skilled and unskilled. Whereas the unskilled labour can be deployed directly on the job under supervision of technical supervisory personnel, the workers required to do specialised/skilled jobs such as carpenters, masons and other trades-men have to be trade tested at the time of recruitment. In case skilled trademen are not available semi-skilled are initially recruited on a lower grade, given training and then deployed on job on higher grade after qualifying in the trade test.

4. While deploying workmen on production jobs the following points should be considered :

- (a) Work should be divided into a number of teams doing similar work.
- (b) Production of such teams is regularly assessed and reasons for short fall if any investigated.
- (c) Work incentive for higher production is provided. A small incentive helps increase output considerably.
- (d) Grievance/ complaints of workers are heard from time to time by having open meetings where every individual can bring out his points.
- (e) Proper welfare activities are provided.

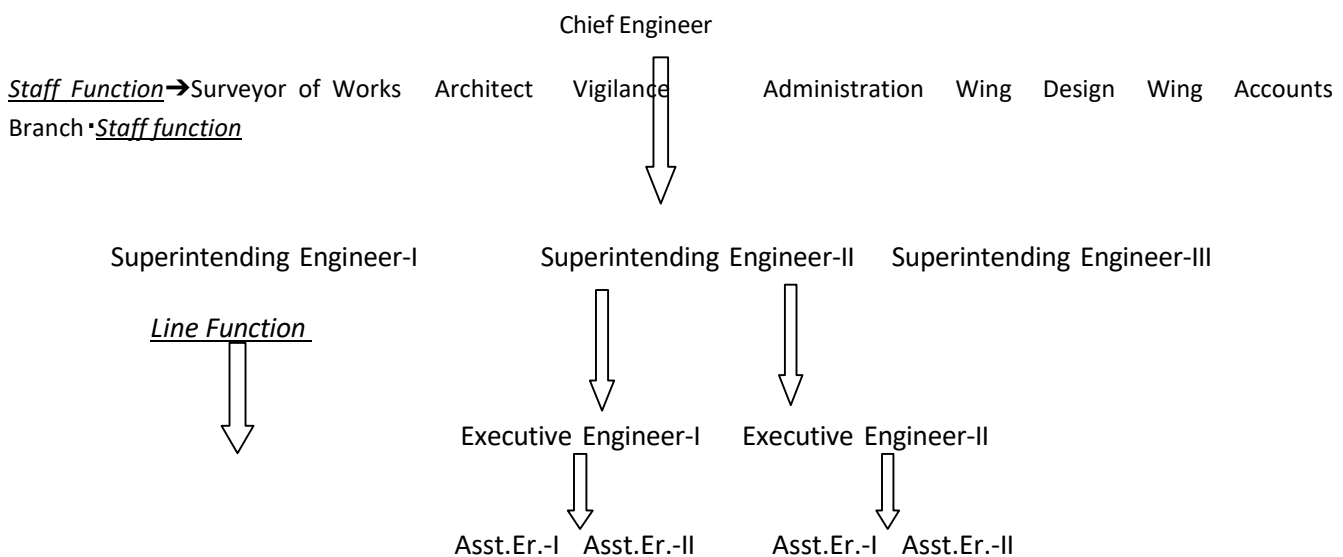
Chapter-5.0: Construction Management

5.1: Line and Staff Organisation:

Line organisation aims at having direct responsibility for attaining the objectives of the enterprise while staff organisation refers to those elements of the organisation that help the line to work more effectively in attaining the primary objectives of an enterprise. Line functions cover production, sales and sometimes finance whereas staff functions cover purchase, accounts, personnel, plant maintenance and quality control. Line organisation establishes a direct relationship of authority and responsibility between the superior and subordinates.

When the size of organisation expands for large and complex projects, the key men are to be assisted by specialists in different fields. Staff people in an organisation are experts who do not have line authority but whose function is largely advisory. The activities such as research, design, planning, scheduling & recording of performance are executed by staff. Line people maintain discipline and stability in an organisation.

The structure of line and staff organisation is illustrated below for better understanding of line and staff relationship.



Merits:

- 1- Effective use of expert advice.
- 2- Line executives are relieved of some of their loads and may devote more attention towards production.
- 3- Wastage of materials and machine hours are eliminated.
- 4- Improved product quality.
- 5- Due to staff expertise, efficient use of human and physical resources is possible.

Demerits:

- 1- Increase of cost due to high salaries of staff people
- 2- Staff people do not have authority to enforce their decisions.
- 3- There may be conflict between line and staff people since duties and responsibilities are not clearly defined.
- 4- Excess dependence of line people on staff may result in losing their initiative and drive.

5.2 : Principles of Organisation:

Organisation principle is a general rule or truth applied under similar conditions anywhere to achieve effective result. A few common principles followed in an organisation are:

- 1- Consideration of objectives- Objective should be determined and defined clearly.
- 2- The scalar principle- The line of authority from top to bottom should be clearly indicated
- 3- Principle of balance between authority and responsibility- Authority is the right to work, act, decide and power to command. Responsibility is the obligation of a sub-ordinate to do any job allotted to him by his superior. Hence, authority and responsibility should go hand in hand and must be balanced rationally to produce the best results. Authority without responsibility is meaningless or vice-versa.
- 4- Principles of unity of command- Unity of command states that each sub-ordinate should report to only one superior. In order to avoid indiscipline, delay, disorder, a sub-ordinate should receive orders from only one superior and not from a number of superiors.
- 5- Principle of span of control- This principle states the number of sub-ordinate who can effectively be supervised by a superior. An ideal span of control depending upon the complexity of work should be adopted to obtain optimum result.
- 6- Departmentation- This refers to division of work in an organisation into several sections or department. The functions and scope of works in each department should be clearly defined.
- 7- Principle of specialisation- Activities of the organisation should be grouped as per the functions and assigned to individuals in accordance with their specialisation.
- 8- Communication- Transmitting information and instructions within the organisation and to outside persons connected with the organisation is essential to achieve the goals.
- 9- Flexibility and stability- Flexibility specifies the capacity to adjust work assignment, personnel and facilities to temporary changes in the volume of work. Stability, on the other hand, refers to the capacity to withstand the losses of key personnel without serious loss to the effectiveness of the organisation.
- 10- Effective Delegation: Effective Delegation gives a change to sub-ordinates to think and develop any task which they can decide themselves and perform efficiently and effectively.
- 11- Continuity- The organisation structure should be dynamic so as to maintain a link between the past and the future.

5.3 Leadership

Leadership is the process of influencing the activities of an individual or a group towards the achievement of goal in a given situation. Since all the successful managers must have leadership quality, it thus becomes absolutely necessary to know about leadership.

Styles of Leadership- Styles are the ways in which the leader influences the followers and the various styles in this respect are:

- 1- Autocratic or Authoritarian Leadership- The leader concentrates all the authority and all the decision making powers in himself. There is no participation by his sub-ordinates. He is the sole unifying force in the organisation.
- 2- Democratic or Consultative or participative Leadership- The leader takes decision after consulting his followers with their active participation in decision making process. He works through the people instead of working over the people. He develops a team spirit among the followers.
- 3- Free-rein or Laissez faire Leadership- This is described as “No leader at all” because the leader delegates the authority for decision making in to the hands of the sub-ordinates completely.
- 4- Bureaucratic Leadership- It is characterised by high degree of reliance on rules, regulations and procedures. The process of administration, thus, is reduced a series of routine actions.

- 5- Manipulative Leadership- It is based upon the belief that employees should be manipulated by the leader so that the goal of the leader may be attained. It exploits the aspirations of the employees.
- 6- Expert Leadership- Such leadership exhibits the knowledge, skill and ability of the leader irrespective of his age, gender, physical and other related attributes. The sub-ordinates are treated as fellow employees with the mix of skills and their needs in a situation.

Role of a Leader

1. To help in defining the mission of the group.
2. To create a congenial working environment committed to attainment of goals.
3. To act as an interpreter of the message and behaviour of other groups and individual who may have some influence on the group.
4. To Co-ordinate the activities of group members towards the achievement of organisational goal .
5. To provide the needed resources for the group.
6. To plan, organise the work, delegate authority and control position activities.
7. To quickly adjust to changing condition in environment.
8. To have foresight and to foresee new trends and opportunities.
9. To understand individuals and recognise their problems, motivate them to work together.
10. To make decisions without the influence of personal and emotional interests.

5.4 : Principle of Effective Supervision:

- 1- Co-ordinate the activities of the group engaged in accomplishment of task assigned.
- 2- Serve as a vital link between management and working force.
- 3- Implement the policies of the organisation with the help of the employees.
- 4 No communication gap both vertically upward and downwards
- 5 To plan and devise methods to boost productive efficiency and product quality.
- 6 Develop ways to minimise waste and scrap.
- 7 To listen patiently the employees and incorporate their suggestions and complaints.
- 8 To encourage interchange of good employees through promotion and transfer to the befitting positions.
- 9 To ensure smooth flow of works as per the scheduled plan.
- 10 To keep abreast with modern developments in the field of work.

5.5 : MOTIVATION:

Motivation refers to the way on which urges, drives, desires, aspirations, and strivings or needs direct, control or explain the behaviour of human beings”

Classification of Motives:

- 1- Power Motive: The ability to induce or influence behaviour is power. People with a high power need have a great concern for exercising influence and control. Such people generally seek positions of leadership and they are forceful, outspoken and hard headed and demanding in nature.
- 2- Affiliation Motive: People like to interact and be with others in situations where they feel they belong to and are accepted since they are social animals. Affiliation motive plays a very complex but vital role in human behaviour. People with high need for affiliation usually derive pleasure from being loved and tend to avoid the pain of being rejected. They maintain pleasant social relationship, enjoy a sense of intimacy and understanding and enjoy consoling and helping others in trouble.

- 3- Achievement Motive: Some people have an intense motive to achieve. It is based on the n-Ach hypothesis developed by David McClelland. He has identified four basic characteristics of high achievers
 - (i) Moderate Risk: Moderate Risk situation is within one's reach as against high risk situation which may not fulfil one's mission.
 - (ii) Immediate feedback: Immediate and precise feedback information is necessary to evaluate the progress of work towards achieving goal.
 - (iii) Accomplishment: Accomplishment of task intrinsically satisfying not necessarily associated with material rewards is the motive behind the people with affiliation motive.

Different approaches to Motivation:

- 1- Carrot and Stick approach: The carrot and stick approach of motivation comes from the old story that the best way to make a donkey move is to put a carrot out in front of him or jab him with stick from behind. The carrot is the reward for moving and stick is the punishment for not moving. In motivating people for desirable behaviour, some rewards such as money, promotion and other financial and non-financial factors and some sticks i.e. punishments are used to push the people for desired behaviour or to refrain from undesired behaviour.
- 2- Contingency approach: Since individuals differ, it is not possible to motivate them by a single method. Depending on the situation, the contingency approach is made to motivate people. This approach suggests that in motivating people, all the contextual variables must be specified and their inter relationship should be established. What would be the best motivational strategy, depends on the factors like individual personality, organisational climate and type of incentives available.
- 3- Theory 'X' Approach:
 - i) Theory 'X' assumes human beings do not like to work.
 - ii) People do not have ambitions and try to avoid responsibility.
 - iii) People have little capacity for creativity.
 - iv) People lack self motivations and require external control.

With the above assumptions, it is difficult to extract work from the people. Work can be extracted by way of directing, controlling, threatening and punishing. Accordingly, a leader has to act in an authoritarian style.

4. Theory 'Y' Approach:

- i) Doing work, physical or mental, is the inherent quality of the average human beings.
- ii) People exercise self-direction and self-control.
- iii) People have a mission for ego-satisfaction and self- actualisation.
- (iv) People like to learn new things while working.

The assumptions of theory 'Y' suggest a new approach in management. It emphasises on the co-operative endeavour of management and employees to get maximum output with minimum control and direction.

5.6 HUMAN RELATIONS:

Individuals in an organisation are much more than a productive factor. They are the members of social systems of every enterprise. Human relations assume that happy employees are productive employees. Due recognition must be given to the skill, experience and qualification of employees. The employees need good pay, job security, better future prospects, better service condition and living environment, opportunity to participate in management and other incentives. Employees are distinguished from non-human factors such as capital, machine, building etc since they have feelings, sentiments, rationality and ambitions which should be duly recognised by management.

Human relations in an industry comprises of relations with sub-ordinates, peers(co-employees) and supervisors .A cordial and congenial human relations not only maintains discipline but also boost the morale of the employees to attain more productivity. Management is a function of assistance rather than dominance. If any problem faced by the employees, management must develop a mechanism to realise the traits/feelings of each employee so as to find out an amicable solution to the problems. Duties and responsibilities of the employees should be clearly indicated so that there will be no difficulties in finding out the erring employees resorting to indiscipline.

GROUP BEHAVIOURS:

Groups consist of individuals. Group behaviour means behaviour of its members. Practically, each member of the group affects the behaviour of other members and, in turn, is also affected by them. The factors to be understood while studying group behaviour are group norms, group cohesion, group role, group conflict and group decision making.

- 1- Group norm is a rule that tells the individual how to behave in a particular group.
- 2- Group cohesion means the degree to which group members are attracted to each other and remain within the group. Cohesiveness binds all the group members to work as one man to attain the set goals.
- 3- Group Role is briefly indicated by position title and elaborately specified by job description. Group roles are prescribed by the organisation in order to make division among workers and assign them responsibility.
- 4- Inter-group behaviour – Organisation being a system, both individuals and groups both individuals and group cannot remain independent but dependent on each other. One group may depend on others for raw materials, information and other assistance.
- 5- Inter-group conflicts- Inter-group conflicts arise due to inconsistency. One union vs. another union, one functional group like production vs. another functional group like marketing are the examples of inter-group conflicts.
- 6- Group Decision making- Decision making is a process whereby a final but best choice is made among alternatives available. Group decision is made through consensus mood or through majority vote.

CHARACTERISTICS OF GROUP BEHAVIOUR:

- I. Two or more persons
- II. Collective identity
- III. Interaction
- IV. Common purpose

MOB PSYCHOLOGY

Mob psychology is the study of men at works in groups and relationship between groups. It studies human behaviour in groups to obtain information that can be applied to resolve industrial/organisational problems. It aims at resorting the mental health of upset and confused groups.

HANDLING OF GRIEVANCES

A grievance is defined as any feeling of discontent or dissatisfaction, expressed or not and whether valid or not, arising out of anything connected with the working place that an employee thinks, believes or even feels is unfair, unjust or inequitable.

STEPS INVOLVED IN GRIEVANCE HANDLING PROCEDURE:

- 1- An aggrieved employee presents his grievances in writing to his foreman or supervisor and to union representative who is also a full time employee of the organisation.
- 2- The grievance is looked into by the middle management and, if not settled, is forwarded to the top management and to union officials.

- 3- Top management or top union official discuss the grievance and, if fail to settle the issue, the next step is to submit the same to an impartial arbitrator for a final decision.
- 4- Failure to settle the issue timely may result in strikes, picketing, gherao or lock out.
A good grievance handling procedure should be i) simple, easy to understand and operate ii) settle grievances of the lower level iii) depending upon the nature of grievance, refer it to the appropriate authority.

LABOUR WELFARE: Labour Welfare may be categorised into three classes, such as:

(1) Economic (a) Group insurance (b) Retirement and Pension Plans (c) Health and Accident Services (d) Credit Unions (e) Paid holidays (f) Profit sharing

2. Recreational (a) Sports (b) Social get-together (c) Special interest groups such as athletic programmes, dramatics, flying and particular hobbies.

(3) Facilitative (a) Housing (b) Transport (c) Educational facilities and Library services (d) Medical Services (e) Canteens, Cafeteria and Lunch Wagons (f) Company cheap stores (g) Discount on purchase of company products (h) Rest rooms and Locker rooms (g) Legal and Financial counselling.

5.7 CONFLICTS IN ORGANISATION

Genesis of conflicts: Conflict arises when individuals or groups encounter goals that both parties cannot obtain satisfactorily. The various sources of conflicts are:

(a) Structural factors (i) Specialisation (ii) Interdependence (iii) Common resources (iv) Goal differences (v) Authority Relationships (vi) Status inconsistencies

(b) Personal factors (i) Skills and Abilities (ii) Personalities (iii) Perception (iv) Values and Ethics (v) Emotions (vi) Communication barrier (vii) Cultural differences.

Intra Personal Conflict :When conflict occurs within an individual, it is called inter personal conflict. For example, when a child gets seek at school, the parents often must leave work to care for the child.

Inter Personal Conflict: Conflict between two or more people is called inter personal conflict. Individual differences create inter personal conflict. Wide differences are noticed between people in terms of personalities, perceptions, values and attitudes.

Inter group conflict:When conflict occurs between groups or teams, it is known as inter group conflict. Such conflict arises when one group sets out to undermine others, gain power and improve its image. Such group conflict of negative consequences like aggression, hostile and prejudice towards the other groups.

Resolving conflicts:

Several techniques have been envisaged for resolving conflict. The styles to resolve conflicts are:

(1) Avoiding (2) Accommodating (3) Competing (4) Compromising (5) Collaborating

(1) Avoiding is a deliberated decision to side step a conflictful issue, postponed addressing it till later or withdraw from a conflicting situation. When parties are very much angry and need time to cool down, it may be the best to use avoidance.

(2) Accommodating: In this style one party is willing to self-sacrifice in the interest of other party.

(3) Competing: This style tries to meet one's goals at the other party's expense.

(4) Compromising: Each party tries to give up something to reach a solution to the conflict. Give and take policy dominates the behaviour of conflicting parties.

(5) Collaborating: It involves attempts to satisfy the needs of both the parties.

TEAM BUILDING

A team is a group whose members have complementary skills and are committed to a common purpose or set of performance goals for which they hold themselves mutually accountable. Team building involves certain stages to proceed from beginning to its building

1. Problem Sensing & Identification with a view how to solve the problem and improve team effectiveness.
2. Examining perceptual differences: Efforts are made to reduce for remove individual differences in realising the problems through specially designed communication and training sessions.
3. Feedback: The feedback given to members may include their feelings, approach, and way, staying with the topic and going off on tangents. Feedback provides the members opportunity to evaluate, introspect, understand and know themselves.
4. Developing Argumentative skills: The basic objective of this stage-cum-process is to increase the ability among people as to how they should interact with others and engage in constructive behaviour.
5. Follow up Action:-The total team is convened to review what has been learnt and to identify what the next steps should be. Follow-up action also helps in overcoming the drawback involved at the initial stages of team building.

CHAPTER NO-7

EQUIPMENT MANAGEMENT

INTRODUCTION

Good project management in construction must vigorously pursue the efficient utilization of labor, material and equipment.

The use of new equipment and innovative methods has made possible wholesale changes in construction technologies in recent decades. The selection of the appropriate type and size of construction equipment often affects the required amount of time and effort and thus the job-site productivity of a project.

It is therefore important for site managers and construction planners to be familiar with the characteristics of the major types of equipment most commonly used in construction.

7.1 PREPARING EQUIPMENT SCHEDULE

An civil engineering project needs a variety of equipment and it is imperative for engineer or contractor to know what type of equipment and what number of the equipment and for how many days (with exact dates) for each will be needed for the purpose. So that he may arrange them timely by hiring/purchasing or by any other means and the work may not be delayed because of non-availability of equipment. So an equipment schedule is to be prepared to ensure the efficiency in stipulated time.

EQUIPMENT SCHEDULE

This schedule indicates the number of equipments of various types to be used during different periods. Such an arrangement ensures efficient use of equipments. It also contains information such as ownership of equipment, rent to be paid for hired equipment, condition of working etc.

An equipment schedule format is given below.

NO. UNITS	DESCRIPTION OF EQUIPMENT	MODEL NUMBER	SERIAL NO. OR COUNTY ID NO.	ACQUISITION COST	DATE PURCHASED	CONDITION OF EQUIP. NEW OR USED	EQUIPMENT ASSIGNED TO: <i>(Name or Position)</i>

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7.2 IDENTIFICATION OF DIFFERENT ALTERNATIVE EQUIPMENT

Factors behind the identification of alternative equipment

- **Economic Considerations**
- **Company-Specific**
- **Site-Specific**
- **Equipment-Specific**
- **Client And Project-Specific**
- **Manufacturer-Specific**
- **Labor Consideration**

Economic Considerations

The economic considerations such as owning costs, operating labour costs and operating fuel costs of equipment are most important in selection of equipment.

Besides, the resale value, the replacement costs of existing equipment, and the salvage value associated with the equipment are also important.

Company-Specific

The selection of equipment by a company may be governed by its policy on 'owning' or 'renting'.

While emphasis on 'owning' may result in purchase of equipment keeping in mind the future requirement of projects, the emphasis on 'renting' may lead to putting too much focus on short-term benefits.

Site-Specific

Site conditions-both ground conditions as well as climatic conditions-may affect the equipment-selection decision.

For example, the soil and profile of a site may dictate whether to go for a crawler- mounted equipment or a wheel-mounted equipment. If there is a power line at or in the vicinityof site, one may go for a fixed-base kind of equipment rather than a mobile kind of equipment.

Equipment-Specific

Construction equipments come with high price tags. While it may be tempting to go for the equipment with low initial price, it is preferable to opt for standard equipments.

Such equipments are manufactured in large numbers by the manufacturers, and their spare parts are easily available, which would ensure minimum downtime. Besides, they can also fetch good salvage money at the time of their disposal.

Client And Project-Specific

The owner/client in a certain project may have certain preferences that are not in line with the construction company's preferred policies as far as equipment procurement is concerned.

The schedule, quality and safety requirements demanded of a particular project may in some cases force the company to yield to the demands of the client.

Manufacturer-Specific

A construction company may prefer to buy equipment from the same manufacturer again and again, and that too from a specific dealer. This may be to bring in uniformity in the equipment fleet possessed by the company or because the company is familiar with the working style of the manufacturer and the dealer.

Labor Consideration

Shortage of manpower in some situations may lead to a decision in favour of procuring equipment that is highly automated. Further, the selection of equipment may be governed by the availability or non-availability of trained manpower.

7.3 IMPORTANCE OF OWNING & OPERATING COSTS IN MAKING DECISION FOR HIRING & PURCHASE OF EQUIPMENT

Total equipment cost comprises two separate components

- Ownership cost
- Operating cost

1. OWNERSHIP COST

This should be expressed as an hourly cost and used for estimating and for charging equipment cost to projects, it does not include job overhead or profit. Therefore if the equipment is to be rented to others, profit should include to obtain an hourly rental rate. Ownership costs are “fixed” costs. Almost all of these costs are annual in nature and include:

- Initial Cost
- Depreciation
- Investment Cost
- Insurance Tax and Storage Cost

INITIAL COST

On an average, initial cost makes up about 25% of the total cost invested during the equipment’s useful life. This cost is incurred for getting equipment into contractor’s yard, or construction site, and having the equipment ready for operation. Many kinds of ownership and operating costs are calculated using initial cost as a basis, and normally this cost can be calculated accurately. Initial cost consists of the following items:

- Price at Factory + extra equipment + sales tax
- Cost of shipping
- Cost of assembly and erection

DEPRECIATION

The decline in market value of a piece of equipment due to age, wear, deterioration and obsolescence. Depreciation can result from:

- Physical deterioration occurring from wear and tear of the machine
- Economic decline or obsolescence occurring over the passage of time

However, there is always some uncertainty about the exact length of the useful life of the asset and about the precise amount of salvage value (i.e. the demand for equipment after its useful period), which will be realized when the asset is disposed.

INVESTMENT COST

Investment or interest cost represents the annual cost (converted into an hourly cost) of capital invested in a machine. If borrowed funds are utilized for purchasing a piece of equipment, the investment cost is simply the interest charged on these funds. If it is purchased with company assets, an interest rate that is equal to the rate of return on company investment should be charged.

INSURANCE TAX AND STORAGE COSTS

- Insurance cost represents the cost incurred due to fire, theft, accident and liability insurance for the equipment.
- Tax cost represents the cost of property tax and licenses for the equipment.
- Storage cost includes the cost of rent and maintenance for equipment storage yards, the wages of guards and employees involved in moving equipment in and out of storage, and associated direct overhead.

2. OPERATING COST

Operating costs are also called “variable” cost. Because they depend on several factors such as the number of operating hours, the types of equipment used, and the location and working condition of the operation.

- Maintenance & Repair cost
- Tire cost
- Consumable cost (Ex- fuel/energy consumption, lubricating oil)
- Mobilization & Demobilization cost
- Equipment Operator cost
- Special Items cost

7.4 INSECTION AND TESTING OF EQUIPMENT

Inspection and testing , including cleaning is required in order to keep work equipment in good working order and to ensure that it remains safe. If inspection and testing is not

carried out properly, two types of risk can be created:

- The performance of the equipment, including any safety features, may deteriorate to the point where the users are put at risk;
- The persons carrying out the inspection, testing and maintenance may be put at risk

It is essential that an appropriate 'competent person', conducts the inspection and/or testing of equipment. But there remains a responsibility on all personnel to identify defective or potentially defective equipment, whenever this may come to their attention and to take appropriate action.

Equipment failing to meet the requirements of a specific inspection and/or test shall be dealt with immediately either by rectifying the fault or reporting it as appropriate. Consideration shall be given as to whether the equipment may remain in service.

It is essential that all inspections and/or tests together with any maintenance activities or repairs of equipment be recorded. As a minimum, such records shall include the following:

- information on the type and model of equipment;
- any identification mark or number that it has;
- its normal location;
- the date that the inspection was carried out;
- who carried out the inspection;
- any faults found as a result of the inspection;
- any action taken regarding such faults;
- to whom, and by whom, these faults have been reported;
- the date when repairs or other necessary action were carried out

The inspection and/or test frequency/schedule identified for each particular item of equipment shall be regarded as a minimum requirement and should be increased for equipment that is used extensively or where an item of equipment may have been used beyond its recommended working limits or for a purpose for which it was not intended. When determining the frequency of inspection and/or test, consideration should also be given to the following:

- Intensity of use – frequency and maximum working limits;
- Operating environment, for example, marine, outdoors;
- Legislative requirements;
- Manufacturers guidance;

- Variety of operations – is the equipment performing the same task all the time or does this change?
- Risk to health and safety from malfunction or failure.

JOB LAYOUT FOR DIFFERENT CONSTRUCTION SITES EGO DAM SITE, MULTISTORIED BUILDINGS, BRIDGE CONSTRUCTION SITE ETC.

The controlling contractor must consider many factors when laying out a site to support construction operations

- Site and building size and configuration
- Location of adjacent roads, buildings, and utilities
- Soil conditions and excavation requirements
- Construction sequence and schedule
- Location of underground utilities
- Equipment requirements
- Material quantity, storage and delivery
- Worker parking
- Tool and equipment storage
- Construction operations facilities and trailers
- Sanitary facilities

Q1. Prepare the job layout for an eight storeyed building scheme with the following data:

Plot area50m X 36m

Building area.....30m X 20m

Ans.

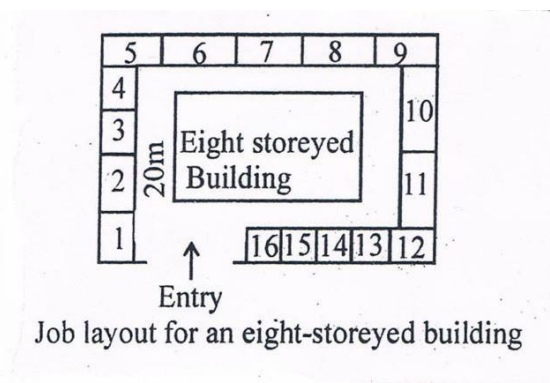


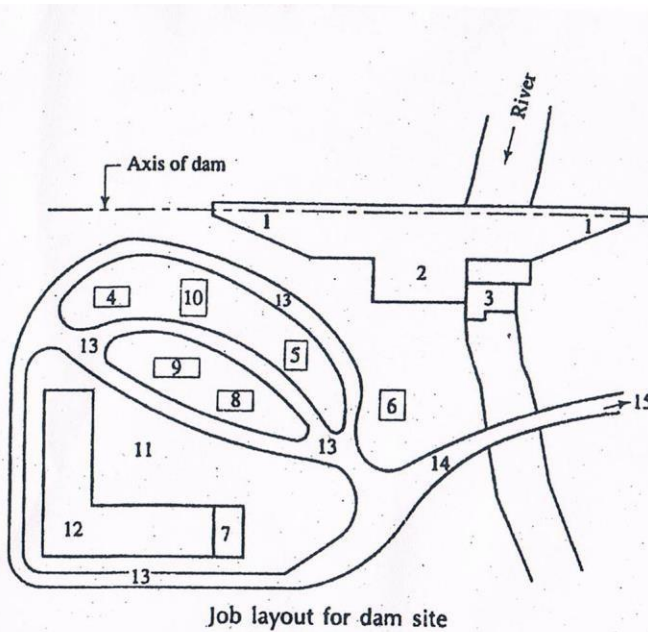
Fig.1 shows the layout of the project under consideration. The entry is one-way and the notations on the figure indicate the following:

- 1 : Watchman room or cabin
- 2 : Offices for contractors, engineers, etc.
- 3 : Store for plumbing items, wood, electric fittings, etc.

- 4 : Store for cement
- 5 And 12 : Space for surplus earth
- 6 : Store for less costly miscellaneous items
- 7 And 14 : Space for coarse aggregate
- 8 And 15 : Space for sand
- 9 And 16 : Space for bricks
- 10 : Space for centring material
- 11 : Space for construction material
- 13 : Space for steel

Q2. Prepare the job layout for a dam site.

Ans.



The notations on the figure indicate the following

1	Abutments	7	Services like water supply, electricity, etc	12	Colony for staff
2	Spillway	8	Project office	13	Link road
3	Power station	9	Workshop	14	Bridge
4	Cement silos	10	Equipments and tools	15	Site for local materials such as aggregates, sand, etc
5	Warehouses	11	Community centre		
6	Contractor's office				

EQUIPMENT MAINTAINANCE AND MINOR REPAIRS

OBJECTIVES

- To optimize utilization to obtain maximum return for capital invested.
- Cost efficiency.
- Better utilization result in quick time.
- Optimal service handling and rapid turnover minimizes cost.
- Quality care and satisfaction
- User safety

Performances to be carried out for maintenance and repair of equipment

- **Maintenance schedule** is reviewed to determine maintenance requirements .
- Tools and materials required for maintenance and repair are identified and obtained and used according to manufacturer specifications. .
- Lock-out or isolation procedures are followed prior to conducting plant maintenance according to manufacturer specifications, **organizational requirements** and **legislation and codes**.

(There are many types of potentially hazardous energy including, electrical, thermal, chemical, pneumatic, hydraulic, mechanical and gravitational energy. All such forms of energy must be locked out/isolated, blocked or released to ensure that machinery or equipment does not turn on or move during installation, repair or maintenance.)

- ☞ **Supervisory processes** and checks and measures are implemented to ensure work is completed within **time available**.
- ☞ Lubrication is applied to moving parts according to manufacturer specifications.

STUDY MATERIAL

Sub: Construction Management

5th semester Civil Engineering

CHAPTER 8: QUALITY CONTROL

8.1 Meaning

Quality may be defined as fitness for purpose at lowest cost. Quality means degree of perfection. It can be determined by some characteristics such as design, size, materials, chemical composition, machine functioning, workmanship finishing and other properties.

Quality control is concerned with making things right rather than discovering and rejecting those made wrong. Quality control is techniques of management for achieving required standard of products.

Factors affecting quality:-

- Market research, i.e., demand of purchases
- Money i.e. capability to invest
- Management i.e. Management policies for quality level
- Production methods and product design

Objectives of quality control:-

- To set up standards of quality acceptable to the customer and economical to achieve and maintain
- To locate and identify the process faults so as to control effectively scrap and waste

- To take necessary corrective measures so as to maintain the quality of the products
- To ensure that sub standard products do not reach the customers.

Advantages:-

- Quality of product is improved which in turn increases sales
- Good quality product improves reputation
- Inspection cost reduces to a great extent
- Uniformity in quality can be achieved
- Improvement in manufacture and consumer relations

Concept of quality in constructions:-

Def.

According to Philip Crosby “quality is performance to customer requirements” According to Avigarrin “quality is excellence in certain dimensions”

Basic features of quality:-

- Quality is what customer says, perceives and believes it is
- Quality satisfies both internal and external customer
- Quality should be present in the process as well as the product or service
- Quality is going things right the first time, every time
- Quality is a way of life.

Quality is the essence of a construction work. The main objectives of the inspection and quality control is to achieve sound construction work which results in a structure of good strength and good life at a reasonable rate.

Major items of control:-

Major items of construction should be controlled like materials, equipment and construction work.

- **Materials**
All the materials should be inspected and tested as per standard specifications laid down. The samples of materials should be selected at random and checked.
- **Equipment**
The equipment purchase should conform to the specifications and laid standards, as per terms and conditions given in supply order.
- **Construction work**
Different standards and specifications are followed in different types of works. The inspection checking and testing of construction work is carried out at suitable intervals during course of construction.

8.2 Quality standards during constructions:

- Execution of work as per specifications
- Preparing test cubes for strength of concrete and them tested on due dates.
- Testing of other materials incorporate in the work as per i.e. standards.
Indian Standard Institution (I.S.I rename as BIS) Bureau of Indian Standards.

1. Inspection

It is a process of sorting well from a lot.

2. Quality assurance

It means to provide the necessary confidence to the customer as well as to top management that all concerned are carrying out their job effectively and that the product quality is as per customer's satisfaction with economy.