



**DO IT ONCE,
DO IT RIGHT**



ADCO

**“The standard you
walk past, is the
standard you accept.”**

Lieutenant General David Morrison
FORMER CHIEF OF THE AUSTRALIAN ARMY



DO IT ONCE, DO IT RIGHT IS ADCO'S COMMITMENT TO **QUALITY** ACROSS ALL AREAS OF THE BUSINESS.

OUR COMMITMENT:

AT ADCO, WE STAND BY THE PRINCIPLE: IS THE STANDARD YOU WALK PAST, THE STANDARD YOU ACCEPT?

With our **DO IT ONCE, DO IT RIGHT** approach, we are dedicated to an unwavering commitment to quality, ensuring that all projects meet the highest standards from end-to-end delivery.

To reinforce this commitment, we have teams responsible for driving the initiatives and processes that uphold our **DO IT ONCE, DO IT RIGHT** principles.

We foster a collaborative team culture and leadership approach, recognising that the support and contributions of each individual enable us to deliver exceptional projects.

Through the sharing of ideas, skills, experiences, training, lessons learned, and innovation opportunities, we continuously strive for positive change and ongoing improvement.

Our people are responsible, work as a team and have a dynamic mindset, underpinned by the adage **"The standard you walk past, is the standard you accept"**.





**DO IT ONCE,
DO IT RIGHT**



OUR QUALITY APPROACH AIMS TO:



Specify the minimum quality standards required for all projects



Create a culture and working environment to get it right the first time



Provide a consistent approach to plan and implement quality systems



Assess risk throughout the lifecycle of the project to eliminate rework and defects



Facilitate processes for continuous improvement and operational effectiveness



Report on progress to allow a focused approach

Delivering exceptional quality requires strong, empowered leadership, a highly engaged and satisfied workforce, effective relationship management, and resilient decision-making.

OUR STRATEGY

ADCO'S DO IT ONCE, DO IT RIGHT KEY FOCUS AREAS DRIVE QUALITY ENHANCEMENT TO ENSURE EXCELLENCE IN EVERY PROJECT.



END-TO-END PROJECT QUALITY RISK PROCESS

- ✓ Tender and Design Risk Review
- ✓ Project Quality Induction & Risk Review
- ✓ Monthly Quality Risk Review
- ✓ Quality Trade Workshops



QUALITY DIGITAL PLATFORM

- ✓ ITPs provided in Dashpivot
- ✓ Instructional video on how to use Dashpivot available on The Hub
- ✓ Construction verification records populated and approved in real time



ROLLOUT PROJECT QUALITY AUDIT PROGRAM

- ✓ External independent ISO 9001 Certification Audit focused on Project Quality
- ✓ Internal Corporate Project Quality Audit
- ✓ Project level Quality Audits focusing on Trade Partners & Design Consultants



ADCO TRAINED IN CRITICAL TRADES

- ✓ TeleTraining for high-risk trades
- ✓ Training with manufacturers / installers encouraged
- ✓ Specialty consultants engaged for training



COMPREHENSIVE QUALITY REPORTING

- ✓ PCR updated to include Key Quality indices
- ✓ Quality Risk Register
- ✓ PCR to incorporate Lessons Learned
- ✓ Regular Quality Alerts
- ✓ Annual Quality Management Review



LESSONS LEARNED RESTRUCTURE

- ✓ Lessons Learned workshops conducted at each project milestone
- ✓ Lessons Learned compiled at the end of each project
- ✓ Lessons Learned to be made available to All Staff



CRITICAL TRADE CONSTRUCTION MANUALS

- ✓ Digital Manual to be developed
- ✓ Priority trades:
 - Waterproofing
 - Structural Steel
 - Concrete Structure
 - Passive Fire Safety
 - Metal Roofing
 - Tiling and Stone



ASSIGN QUALITY RESOURCE TO EACH PROJECT

- ✓ A site based Quality Representative assigned to each project
- ✓ An experienced role, such as Site Manager that will drive quality on the Project
- ✓ Quality Representative reporting to Project Manager and a point of contact for the National Quality Manager



ADCO'S **DO IT ONCE, DO IT RIGHT** COMMITMENT IS FOSTERED BY THE FOLLOWING PRINCIPLES:



CLIENT FOCUS

Understanding the needs and expectations of our clients to ensure that all projects meet our client's needs and meet our own **DO IT ONCE, DO IT RIGHT** standards.



LEADERSHIP

Through strong leadership and engagement, we empower individuals at all levels to set the direction and take ownership in delivering the highest quality standard, **DO IT ONCE, DO IT RIGHT**.



APPROACH

We take a process-driven approach to managing activities and resources, prioritising the identification, understanding, and effective management of each process to ensure the highest quality outcomes.

Quality principles ensure we focus on areas across the business to improve quality in line with our Quality Strategy.



IMPROVEMENT

We are committed to continuous improvement across our systems, processes, and teams, leveraging data and evidence to drive meaningful progress.



RELATIONSHIPS

ADCO builds and maintains strong relationships with key stakeholders, including clients, trade partners and suppliers, to ensure mutual benefit and long-term success.



COMMITMENT

Our People are committed to quality, understanding their roles and responsibilities to ensure the highest quality is achieved on every project.

