

ISSUE: 04. WINTER SERVICE MANAGEMENT

SUB-ISSUE: Monitoring performance

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Room: B

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Presentation title:

HOW DO WE ENSURE THAT WE GET THE QUALITY WE HAVE ORDERED?

Summary:

The maintenance of Finland's road network has already for ten years been put out to tender. The contracts are performance-based, which means that the contractor is responsible for the quality of the product or service, the quality assurance, as well as for the documentation of the quality assurance information and for reporting the quality to the client. The contractor presents the quality assurance procedure in an action and quality plan. The client's quality assurance actions mainly focus on monitoring the performance of the contractor's quality system and quality plan, whereas the actual quality is controlled by doing spot checks. The role of the client and the extent of the control have been considered in order to find the right level.

