



R&D hub Continental Automotive Singapore was developed by Boustead Projects. PHOTOS: BOUSTEAD PROJECTS E&C

The best formula for success

Safety, quality and productivity are the cornerstones of every project undertaken by Boustead Projects E&C

BY MICHELLE BONG

For leading industrial real-estate solutions provider Boustead Projects E&C, leveraging core engineering expertise in the design-and-build and development of industrial facilities for multinational corporations and local enterprises is all in a day's work.

According to its projects director Nicholas Heng (right), Boustead has three best practices that other companies might want to adopt:



Quality for total client experience

"Our Quality Management System (QMS), which includes quality assurance and improvement programmes, sets out quality management system enablers, commitments, targets and responsibilities for our team.

"Our QMS is both externally and internally audited, with established procedures to ensure qual-

ity management performance at all workplaces and project sites under our control on a daily basis. Validation is conducted at appropriate milestones, and instances of non-conformance are identified, recorded and investigated before appropriate corrective or follow-up measures are proposed and effected to ensure non-recurrence.

"As a promoter of quality, we are a leader in the Building and Construction Authority's Construction Quality Assessment System (CONQUAS), a voluntary assessment used to measure the quality achieved in a completed construction project in Singapore in the areas of structural, architectural, and mechanical and electrical works.

"We have also established procedures to ensure that processes that directly affect quality are carried out in a controlled manner, from the construction stage of a project right through to its completion. We ensure that our team members are competent in terms of training, skills and experience, equipped with adequate resources, and provided with the right environment to perform their tasks in."

"Safe work, safe lives"

"This is our workplace safety and health (WSH) tagline that we live and breathe by.

"We have zero tolerance for accidents and take responsibility to ensure workers' and the general public's health and safety at our project sites.

"The tone for WSH performance is set at the top; our senior management team walks the talk when it comes to prioritising WSH issues and system enablers. A monthly safety management meeting is conducted with this team and various project stakeholders. Weekly safety management meetings are also conducted with our environment, health and safety team to engage with respective project site safety committees and WSH professionals on safety inspections.

"Our WSH efforts have been recognised with five prestigious WSH Performance Silver Awards and 11 SHARP (Safety & Health Award Recognition for Projects) Awards to date."

Efficient cost and manpower management

"Our adoption of Integrated digital delivery (IDD) and building information modelling (BIM)-based technological solutions in our day-to-day workflow has not only enhanced our deliverables but also helped ensure the timely delivery of individual projects to our clients.

"At the broader enterprise level, we have also adopted various solutions across different business functions to ensure our push for productivity improvements cuts across our entire organisation.

"Our constant pursuit of excellence is reflected in three of our five core values: professionalism, perseverance and passion. As a relatively young, dynamic and committed team, we challenge ourselves to innovate on processes, creating value for our clients and other key stakeholders."