



# Quality assessment, certification, labeling in construction... where do we stand?


## Starting with WP1

ELIOS II forum meeting-1  
Brussels – 2012 March 20



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## WP1 addresses the following requirement of the call for tender

**Development of an EU directory** on quality/conformity marks (labels, certificates, technical assessment, etc.) for:

- construction products,
- construction processes,
- construction works,
- technical equipments
- professional qualifications.

**Main recipients:** professional services providing expertise and advice to construction operators, investors and (re)insurance.

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## Vocabulary: a key issue

Initiation to a glossary of terms

| Term        | Definition   | Source   |
|-------------|--|--|
| Evaluation  | To evaluate: to form an opinion of the amount, value or quality of sth after thinking about it carefully   | Oxford advance learner's dictionary  |
|             | Activities concerned with gathering evidence of conformity. These activities can include testing, inspection and auditing but can also include other activities such as studying design drawings and specifications to ascertain that the features required to meet the specified requirements are adequately defined. | ISO/IEC Guide 65<br>ISO/IEC 17024<br>(from ISO/UNIDO: the conformity assessment toolbox) |
| Assessment  | Synonym of evaluation  | Oxford advance learner's dictionary  |
|             | The process for demonstrating that features meet the requirements of standards, regulations and other specifications   | ISO/IEC Guide 65<br>ISO/IEC 17024<br>(from ISO/UNIDO: the conformity assessment toolbox) |
| Performance | How well or badly sth works  | Oxford advance learner's dictionary  |
|             | An equipment, a building has intrinsic performance (efficiency of a boiler, level of energy consumption ...)<br>A product has no intrinsic « performance ». Its characteristics (dimensions, strengths, ...) have to be chosen according to the targeted performances of buildings                                     | ELIOS  |

| Term                              | Definition   | Source                              |
|-----------------------------------|--|-------------------------------------|
| Risk                              | The possibility of sth bad happening at some time in the future.<br>A situation that could be dangerous or have a bad result.  | Oxford advance learner's dictionary |
|                                   | Assessment, evaluation, ... provide information to <u>prevent risks</u> (building pathology) but cannot guarantee the absence of risk in construction  | ELIOS                               |
| Quality mark<br>/<br>Quality sign | Quality: how good sth good or bad is.<br>Mark : Written or printed symbol that is used as a sign of sth  | Oxford advance learner's dictionary |
|                                   | Any kind of mark, logo, brand name, document or whatever on the basis of which the market (the market may be general public, a professional or an insurer) is relying on or giving credit to when a decision or choice has to be done.<br>A quality sign is generally the conclusion of an assessment procedure which is resulting from a service.<br>A quality sign may be described considering the following major characteristics: <ul style="list-style-type: none"> <li>▪ Identification</li> <li>▪ Scope</li> <li>▪ Organizational Scheme</li> <li>▪ Characteristics which are addressed</li> </ul> | ELIOS                               |


|   | <h2 style="text-align: center;">A core question: who, what can I trust?</h2>   |
|--|--|
| <p><b>Conformity to:</b></p> <ul style="list-style-type: none"> <li>•Regulatory/legal obligations</li> <li>•Contractual obligations</li> </ul>   |  |
|   | <p><b>Justify :</b></p> <ul style="list-style-type: none"> <li>•The level of characteristics of (traditional or innovative) products needed to achieve building performances</li> <li>•The performances of equipments</li> <li>•The performances of works</li> <li>•The qualification of actors</li> </ul> |
| <p><b>Nota 1:</b> a product has no intrinsic « performance ». Its characteristics (dimensions, strengths, ...) have to be chosen according to the targeted performances of buildings</p> | <p><b>Nota 2:</b> an equipment has intrinsic performance (efficiency of a boiler, ...)</p>   |

**ELIOS 2** European Liability Insurance Organisation Scheme

## An answer to this question: evaluation/assessment

**Evaluation/assessment aims to:**

- Provide reliable information to actors
- Help risk assessment by actors
- Limit (but not suppress) risky/hazardous situations



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**ELIOS 2** European Liability Insurance Organisation Scheme

## A global view

|   |  |                                      |                           |                          |                        |
|---|--|--------------------------------------|---------------------------|--------------------------|------------------------|
| Life cycle phases                                     | Work design  | Product(s) characteristic            | Work implementation       | Maintenance              | End of life            |
| Context<br><small>(depends on country)</small>        | Standards  | Standards / innovation               | Installation requirements | Maintenance requirements | Recycling?             |
| Conformity Quality marks<br><small>(examples)</small> | Company qualification?   | CE marking<br>Product certification? | Company qualification?    | Service certification?   | Service certification? |
| Evaluation process                                    | Voluntary ? Compulsory?<br>Characteristics? Conformity? Tests?<br>Self declaration? (Accredited or not) 3 <sup>rd</sup> party assessment ? |                                      |                           |                          |                        |
| Logo  | Y/N  | Y/N                                  | Y/N                       | Y/N                      | Y/N                    |

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## An example


direct evaporation geothermal heat pump installation

|                               |                              |                               |                                |                          |                        |
|-------------------------------|------------------------------|-------------------------------|--------------------------------|--------------------------|------------------------|
| Life cycle phases             | Work design                  | Product(s) characteristic     | Work implementation            | Maintenance              | End of life            |
| <b>France</b>                 | Design requirements          | innovation                    | Installation requirements      | Maintenance requirements | Recycling?             |
| Evaluation process - organism | Avis Technique               |                               |                                |                          | Service certification? |
| Conformity Quality marks      | OPQIBI 3 <sup>rd</sup> party | CERTITA 3 <sup>rd</sup> party | QUALIBAT 3 <sup>rd</sup> party |                          |                        |
| Compulsory                    | no                           | yes/no                        | no                             | no                       |                        |
| Logo                          | Y/N                          | Y/N                           | Y/N                            | Y/N                      | Y/N                    |

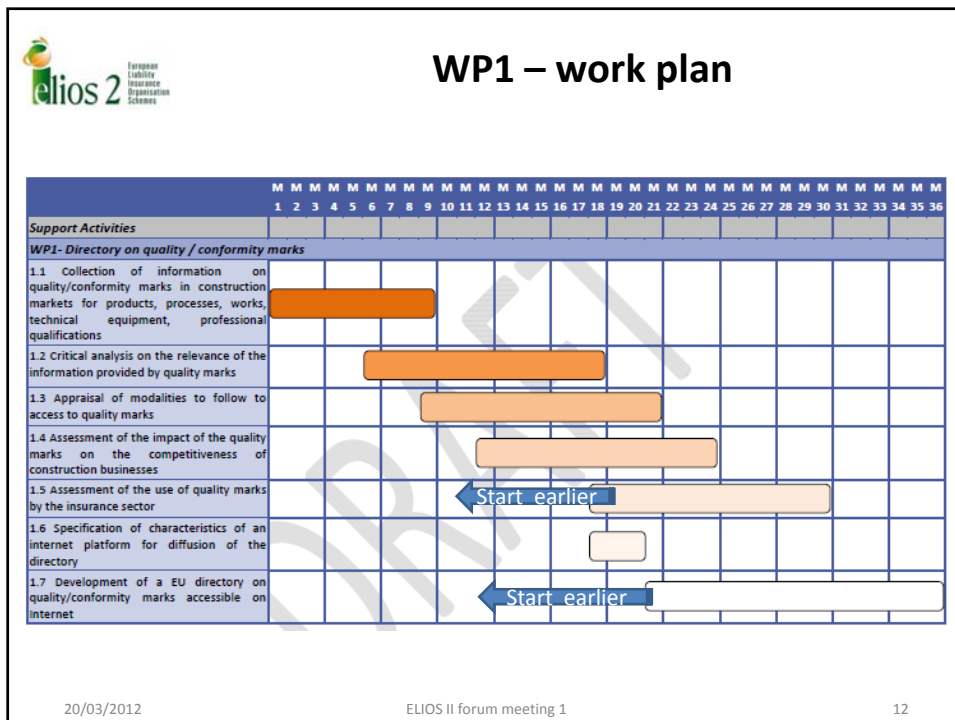
## An example

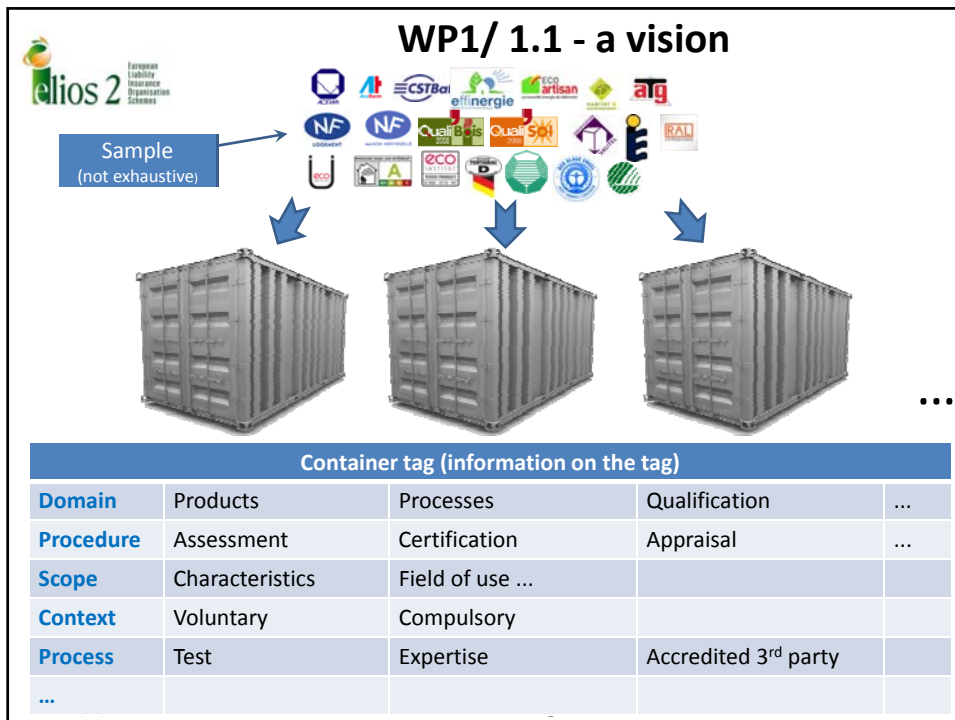
direct evaporation geothermal heat pump installation

|                                 |                               |  |   |                          |                        |
|---------------------------------|-------------------------------|--|---|--------------------------|------------------------|
| Life cycle phases               | Work design                   | Product(s) characteristic              | Work implementation   | Maintenance/ Service     | End of life            |
| <b>Netherlands (and others)</b> | Standards                     | Standards / innovation                 | Installation requirements   | Maintenance requirements | Recycling?             |
| Conformity / Quality marks      | 'KOMO Instal' (process cert.) | CE marking<br>'Warmtepomp keur' (KIWA) | 'KOMO Instal' (process cert.)   | 'KOMO Instal'<br>SEI     | Service certification? |
| Evaluation process              | Voluntary ?<br>Compulsory?    | Characteristics?<br>Conformity? Tests? | Self declaration?<br>(Accredited or not) 3 <sup>rd</sup> party assessment ? |                          |                        |
| Logo                            | Y/N                           | Y/N                                    | Y/N   | Y/N                      | Y/N                    |

|  <b>WP1 - Proposal : Development of an EU directory on quality/conformity marks</b> |                       |
|--|-----------------------|
| 1.1 Collection of information on quality/conformity marks in construction markets for products, processes, works, technical equipment, professional qualifications   | BBRI, CSTB, PRC, TZUS |
| 1.2 Critical analysis on the relevance of the information provided by quality marks, including the compatibility and complementary issues with the CE marking        | BBRI, CSTB, PRC, TZUS |
| 1.3 Appraisal of modalities to follow to access to quality marks   | BBRI, CSTB, PRC, TZUS |
| 1.4 Assessment of the impact of quality marks on the competitiveness of construction businesses and the functioning of the Internal Market                           | BBRI, CSTB, PRC,      |
| 1.5 Assessment of the use of quality marks by the insurance sector   | BBRI, CSTB, PRC       |
| 1.6 Specification of characteristics of an internet platform for diffusion of the directory  | BBRI, CSTB            |
| 1.7 Development of a EU directory on quality/conformity marks accessible on Internet   | CSTB, Alten           |

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### WP1/1.1 – work plan

**Create the conditions for an effective cooperation and production**

| Objective                            | Task                         | Starting date | Completion date |
|--------------------------------------|------------------------------|---------------|-----------------|
| Share common terms                   | Create glossary              | 03-12         | 04-12           |
| Define categories/tags for container | Create categories            | 03-12         | 04-12           |
| Start container filling              | Give examples in EU-27       | 04-12         | 04-12           |
| Test pertinence/adjust content       | Validation by the Commission | 05-12         | 06-12           |
| Organise container filling           | Create web platform          | 06-12         | 09-12           |

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*Thank you for your attention*

*Time for questions*