RIB

eBook

Build For Gold: How RIB CX Delivers Olympic Standard Construction Projects

Quality Construction, Built Right, First Time

CONTENTS

Introduction: The Race for Gold is On

Australia will once again welcome the world to its sports venues in 2032 when the best of the best athletes will compete for honours.

First out of the blocks will be construction firms bringing to life some of the most ambitious projects in the history of Queensland. There's an expectation of quality – a gold standard, if you will – for every stadium, rail link, and village built for the event. There are billions of dollars at stake and local development issues to consider. It's a responsibility that will demand discipline, precision, and collaboration from construction and engineering teams involved in setting this illustrious stage – with the Olympic spirit of excellence in every project.

The Olympic Games symbolise the pursuit of human potential at its greatest with an enduring legacy for all who participate as well as for the cities hosting the event. As Queensland lays out the groundwork for the 2032 Olympic and Paralympic Games in Brisbane and beyond, the spotlight will be on creating world-class, sustainable infrastructure that will serve local communities for generations to come.

Olympic medals reward years of preparation, precision, and discipline – the same qualities required to create the infrastructure that make the Games possible. Athletes push their physical and mental limits while construction professionals push the boundaries of what is possible in design, sustainability, and innovation. It's an opportunity to showcase national pride, ingenuity, and values: across sporting venues, accommodation, and transport infrastructure; in high technical and safety standards, transparent communication and ethical governance, integrated planning between government, industry, and community, and green design. Builds should add value beyond the duration of the Games to continue serving local communities with integrity and purpose. They must stand up to intense scrutiny on cost, sustainability, and deadlines.

Behind every successful mega project is robust, transformative construction technology that turns a series of simple compliance tasks into quality project management with continuous improvement. Quality management is more than a checklist in construction – it's the basis for safe, compliant, and robust projects. Many construction companies will struggle to achieve the Olympic gold standard using traditional, paper-based systems that result in delays, oversight, and costly rework. This pales in comparison to the modern approach of real-time insights, efficient inspections, and effective collaboration.

Quality construction doesn't happen by accident – it is built through teamwork, transparency, and energy efficiency. The Olympic ethos challenges us to go faster, higher, and stronger – in construction, this compels us to build smarter, safer, and better together. Every inspection, approval, and handover executed with clarity, traceability, and supreme confidence, every bolt tightened, and every defect resolved is an Olympian commitment to building for gold.

This is where RIB Software takes the lead with powerful, web-based construction project management that delivers world-class results. The **RIB CX** platform centralises project data, automates workflows, and provides real-time visibility across all project phases. With tools for managing quality, inspections, and test plans, the CX solution helps teams uphold ISO standards, stay organised, and prevent the pitfalls of legacy systems.

RIB CX is built to adapt to changing requirements, streamlining communication and keeping projects on track to drive mega project success. This eBook explores how turning quality assurance into a seamless process that boosts efficiency, transparency, and collaboration from project start to finish with RIB CX will empower your firm to compete for those prestigious bids and meet the demands of Olympic projects.

Chapter 1: Queensland's Infrastructure Transformation Opportunity

According to the **Brisbane 2032 Delivery Plan**, ***"Venue infrastructure will be funded within the $7.1 billion funding envelope, which covers new venues, and upgrades to existing venues."*** Some of the major Olympic-related venues, athlete villages, transport corridors, and urban renewal projects up for grabs in multiple locations across Queensland include:

• A new two-pool competition complex at the National Aquatic Centre

• A major precinct transformation of Brisbane Showgrounds

• Athletes Village and upgrade of the Main Arena

• Significant upgrade of Queensland Tennis Centre

• New indoor sports centres at Logan and Moreton Bay, plus a new whitewater centre in Redlands

• Capacity and amenities upgrade of Suncorp Stadium

• Upgrades on Queensland Sports & Athletic Centre

• IOC-aligned temporary venues/overlays in Brisbane

• New arena with upgraded hockey centre on the Gold Coast

• Transformation of the Equestrian Centre of Excellence in Toowoomba

• New arena and cultural precinct of Maroochydore CBD on the Sunshine Coast

• Statewide venues including Cairns Convention Centre, North Queensland Stadium, Great Barrier Reef Arena, Royal Queensland Golf Club, Carrara/CBUS on the Gold Coast, Ipswich Stadium, and more

• Three main hubs for athlete villages including Brisbane Village, Gold Coast Village, and Sunshine Coast Village

• A range of transport and city-readiness programmes, including The Wave, a new direct rail, Logan-Gold Coast Faster Rail, Cross River Rail, Brisbane Metro expansion with new bus priority corridors, and Coomera Connector and targeted road upgrades, all on the Brisbane/SEQ network

Live opportunities can be tracked via **GIICA/State updates**. All projects face inflexible deadlines and world-stage scrutiny, and must be delivered on time and on budget, built to gold-medal standards. In addition to the time constraints, project teams must manage cost control, dealing with the challenges of inflation, labour shortages, and rework. There's a governance component that requires transparent reporting and auditability across all partners. And sustainability requirements with climate-positive targets demand verified, low-carbon delivery.

Gold-standard builds will require Architectural, Engineering, and Construction firms to compete with a digital advantage to benefit from the 2032 Olympic infrastructure boom.

Real-World Delivery Pressures

It takes a fine balancing act, managing time, complexity, visibility, and sustainability pressures to deliver an Olympic project. These pressures impact quality in mega construction projects as they erode performance, inflate costs, and jeopardise reputations. They require a robust response to tight deadlines, stakeholder complexity, public accountability, and ESG commitments.

01

Tight Deadlines

Time becomes the enemy of quality when schedule compression forces design, procurement and construction phases to overlap. Fast-tracking happens when mega projects have fixed deadlines, causing teams to take shortcuts to rush milestones and skip early-stage inspections or design verification. Defects discovered late lead to disruptive late-stage rework and re-sequencing. In the rush, QA records are deprioritised or completed retrospectively, which reduces traceability and document quality. With multiple work fronts progressing simultaneously, supervision becomes inconsistent, making quality oversight difficult. The result: a cost of weeks in post-handover remediation.

02

Stakeholder Complexity

Mega projects can combine a multitude of stakeholders, each with their own communication cultures, expectations, and compliance frameworks. This fragmentation kills visibility. You have many voices adding their two cents but more confusion than clarity. When outdated drawings or incomplete data circulate among different teams, it causes version confusion. By the same token, divergent QA/QC procedures lead to inconsistent inspection and acceptance criteria. Everyone owns a piece of project quality, but nobody owns its entirety, which creates accountability gaps. Stakeholders must wait for clarification or formal approval, leading to sign-off lag and decision bottlenecks.

03

Public Accountability

Taxpayer funded infrastructure with an Olympic profile tends to attract broad attention. That puts quality under the global spotlight and causes failures to go viral. Media scrutiny and public interest amplify the pressure of public accountability for every defect, delay, and cost overrun, and raise the expectation of transparency and governance. Teams run the risk of document overload, producing reports instead of managing issues proactively. It can create a reactive culture with quality efforts focused more on defending decisions than improving outcomes. Teams become risk averse, stifling innovation for fear of blame or being non-compliant, with a single failure capable of damaging their credibility.

04

ESG Commitments

The 2032 Games have already committed to being climate-positive, which compels all projects to demonstrate measurable sustainability outcomes. This comes with unique quality concerns that go beyond compliance. ESG goals must be validated through material tracking, waste reduction, and social procurement compliance with green certifications and ESG audits demanding detailed evidence of processes and materials, creating additional documentation load. Global sourcing complicates quality verification and ethical compliance, resulting in supply chain risk. Innovation is good until it causes stress with new materials and low-carbon methods, introducing unfamiliar performance challenges for construction teams. Ultimately, quality is not only about construction, but also about operational resilience and lifecycle performance with long-term accountability.

05

Opportunity Amid the Pressures

The pressures overlap with compounding effect. For example, tight schedules amplify communication errors. ESG compliance adds documentation weights. Stakeholder complexity multiplies reporting lines. Inefficient quality management can result in a cascade of risk, from missed defects and inconsistent standards to reactive firefighting. With traditional methodologies, this can consume up to 20% of total project cost in rework and lost productivity. With a robust digital solution, these same pressures become drivers of excellence.

Where Traditional Quality Management Comes Up Short

Quality management refers to the systematic planning, execution, and assessment of work processes, materials, and systems to ensure that the final deliverables meet predefined standards and specifications. It's a comprehensive approach aimed at achieving excellence and consistency throughout the project lifecycle. It ensures that structures meet safety standards, are durable, and comply with industry regulations.

Most construction companies adhere to a third party certified quality management system that meets ISO standards, which provides an additional layer of assurance that international standards are being maintained on projects. Maintaining these standards means that regular auditing of internal processes and projects is undertaken by a third-party auditor.

Firms that try to manage project quality without a comprehensive quality management system in place:

• heavily depend on time-consuming, paper-based documentation systems that are susceptible to errors, loss, and inefficient, manual updates leading to communication and decision-making delays, and leaving teams struggling to maintain an accurate overview of a project's quality status.

• lack real-time visibility into the quality status of ongoing construction activities, with stakeholders experiencing delays in accessing critical information from disparate sources and hindering their ability to respond promptly to quality issues or changes to project scope.

• struggle to track and manage inspections and observations, which makes it very difficult to monitor the progress of inspections, identify trends, and implement corrective actions promptly.

• lack seamless communication as channels are often siloed, creating a fragmented view of the overall quality management process, which hinders effective collaboration among project teams and timely resolution of issues.

• lack configurability and struggle to manually implement revisions or updates to quality expectation standards, which take up too much time and result in inconsistencies across different project phases, making it difficult to adapt to changes in project requirements, regulations, and client expectations.

• lack easy access to historical data for analysis and reporting purposes, which hampers the ability to identify patterns, demonstrate proof of actions, learn from past experiences, and continuously improve quality management processes.

Firms seeking third party ISO accreditation must, therefore, start with a robust quality management system. A successful outcome not only contributes to client satisfaction; it also reduces the risk of defects and rework, enhancing the overall reputation of the construction firm. So, turning the page on traditional methods and embracing a digital solution to enhance quality management is a crucial step on the path to gold.

How Digital QA/QC Ensures Greater Quality Excellence than Traditional Methods

Traditional QA	**Digital QA/QC** (e.g. RIB CX - Digital QA/QC)
Quality checks after work completed	Quality data captured in real-time
Inconsistent checklists and procedures	Customisable and standardised centralised templates
Paper-based, incomplete records	Automated tracking and version control
Seamless Collaboration and Communication	Real-time updates, centralised platform
Data-Driven Quality Intelligence	Aggregated and predictive insights
Manual, incomplete handover documents	Structured, digital handover packages

Quantified Impact: Why Digital Quality Wins		
Metrics	**Traditional QA**	**Digital QA/QC** (e.g. RIB CX - Digital QA/QC)
Rework Cost	5-15% of project budget	↓ to 2-5%
Defect Closure Time	Weeks	Hours/Days
Audit Prep Time	Days/Weeks	Instant
Data Accuracy	Manual	Real-time, verified
Stakeholder Alignment	Fragmented	Centralised & transparent

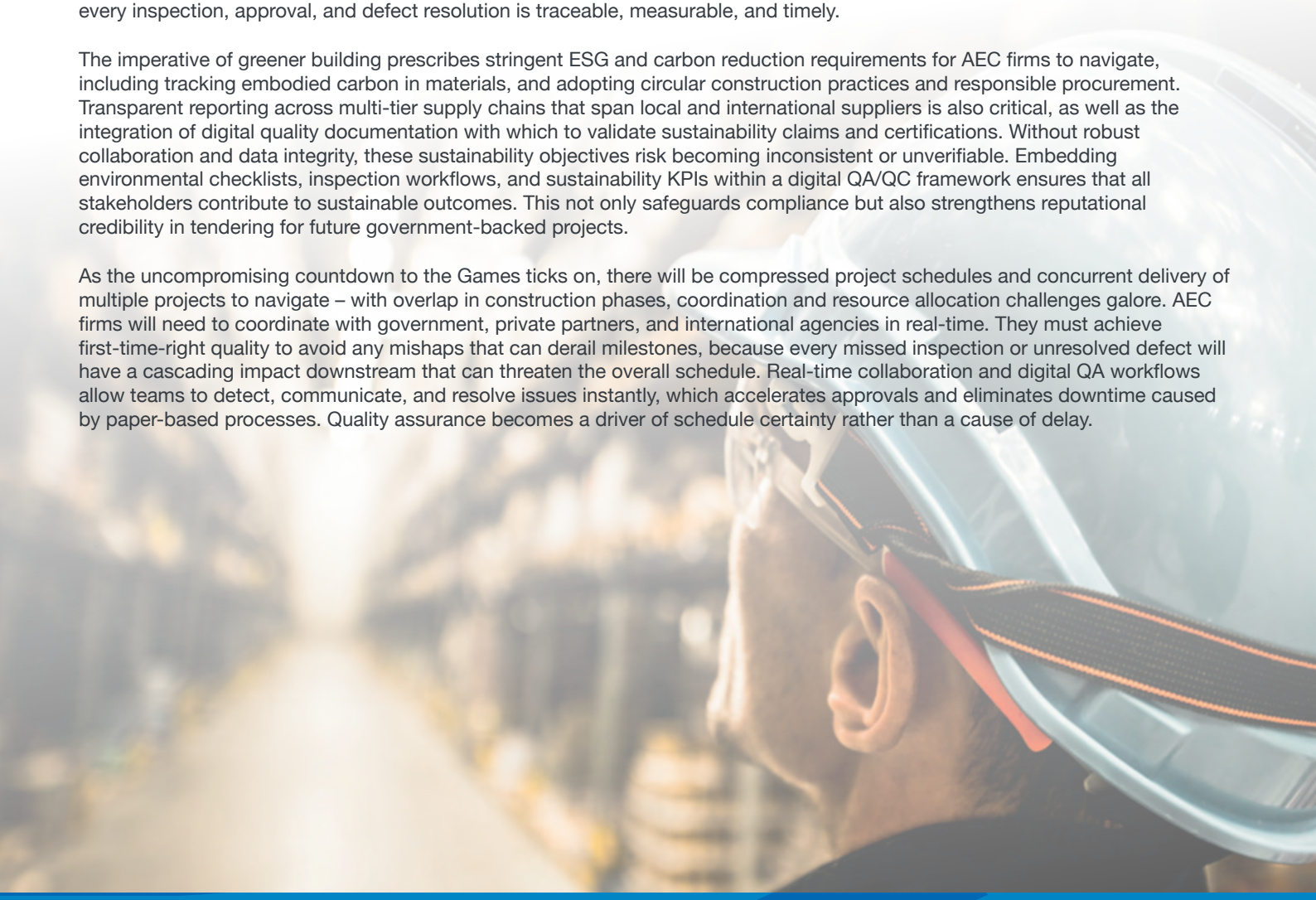
How Digitisation Turns Challenges into Opportunities

The triple threat of cost, sustainability, and delivery timelines in Olympic infrastructure is an opportunity for construction firms to differentiate with digitisation.

Historical data shows that every Olympic Games since 1960 has exceeded its initial budget, often by double-digit percentages. Balancing vision with fiscal reality is one way of alleviating cost pressure. High-quality digital collaboration and quality control processes will directly reduce rework, errors, and disputes. By aligning all stakeholders in a central quality management platform, every inspection, approval, and defect resolution is traceable, measurable, and timely.

The imperative of greener building prescribes stringent ESG and carbon reduction requirements for AEC firms to navigate, including tracking embodied carbon in materials, and adopting circular construction practices and responsible procurement. Transparent reporting across multi-tier supply chains that span local and international suppliers is also critical, as well as the integration of digital quality documentation with which to validate sustainability claims and certifications. Without robust collaboration and data integrity, these sustainability objectives risk becoming inconsistent or unverifiable. Embedding environmental checklists, inspection workflows, and sustainability KPIs within a digital QA/QC framework ensures that all stakeholders contribute to sustainable outcomes. This not only safeguards compliance but also strengthens reputational credibility in tendering for future government-backed projects.

As the uncompromising countdown to the Games ticks on, there will be compressed project schedules and concurrent delivery of multiple projects to navigate – with overlap in construction phases, coordination and resource allocation challenges galore. AEC firms will need to coordinate with government, private partners, and international agencies in real-time. They must achieve first-time-right quality to avoid any mishaps that can derail milestones, because every missed inspection or unresolved defect will have a cascading impact downstream that can threaten the overall schedule. Real-time collaboration and digital QA workflows allow teams to detect, communicate, and resolve issues instantly, which accelerates approvals and eliminates downtime caused by paper-based processes. Quality assurance becomes a driver of schedule certainty rather than a cause of delay.



Chapter 2: Quality Management Defines Olympic-Scale Builds

In the Olympic Games, there are no second chances to win first place. Every single detail from design to handover must be flawless the first time around, given the immovable deadlines, global scrutiny, and billions invested. You have hundreds of contractors on a compressed schedule navigating rework, compliance failures, communication silos, and fragmented data, simultaneously meeting safety, sustainability, and performance standards. The risk of poor quality is real, which further makes the case for digital collaboration on Olympic-scale projects.

The High Cost of Poor Quality Management

Lessons from past Olympic Games and other global mega projects explain the cost of getting quality wrong.

Fragmented Communication and Data Silos

A McKinsey study found that poor communication accounts for 20-25% productivity loss in large projects. This would expose an Olympic build to overtime, cost overruns, and missed milestones. It happens when design, engineering, and construction teams operate on disconnected systems – critical information gets lost or delayed because:

- multiple versions of drawings circulate with outdated revisions
- defect lists are tracked in spreadsheets or emails with no accountability trail
- approvals lag, creating bottlenecks that ripple across the schedule

Reactive Quality Control

Studies show rework can account for 5-15% of total construction costs, potentially more on complex, deadline-driven projects. This is the result of using paper-based punch lists or traditional QA/QC post-construction inspections. Problems are detected late when fixes are expensive and disruptive, like in the 2016 Rio Olympics when rapid late-stage inspections revealed electrical and plumbing defects in athlete housing. It forced last-minute rework that delayed occupancy and cost millions in emergency repairs.

Inconsistent Standards Across Multiple Contractors

When mega projects involve dozens of contractors and hundreds of subcontractors, QA/QC standards vary greatly, causing duplication, inconsistent workmanship, and complex warranty disputes long after handover. This was the case in Athens 2004 when local contractors suffered chronic coordination failures, leading to late venue completion and cost overruns exceeding 60% of original budgets.

Compressed Schedules and Scope Creep

From immovable deadlines to overlapping design and build phases, teams come under pressure to cut corners or defer documentation to add to the change-management chaos. The Crossrail mega project in the UK experienced cascading quality and documentation issues when multiple design packages changed in the mid–construction phase, resulting in billions of pounds in overruns. Each late decision or undocumented change adds cost and risk, while re-testing and re-certification can push final completion dates back by months.

Incomplete Handover and Legacy Gaps

Poor handover documentation can increase facility operating costs by up to 30% in the first five years of use. The maintenance issues found in several of the 2008 Beijing Olympic venues during post-Games audits were due to missing QA records – these gaps hinder facility management teams, which inflates lifecycle costs and diminish the legacy value of the original investment. So, even when a project reaches completion, its operational readiness and future asset maintenance can be undermined by incomplete documentation.

How Quality and Collaboration Elevate Standards

Quality control is intertwined with controlling cost, sustainability, and time. Reactive or siloed quality processes cause errors to multiply, which leads to cost blowouts, waste, and schedule slips. But by digitising quality, it becomes transparent and collaborative, which transforms quality into an Olympic standard setter and collaboration into an accelerator.

Digital quality control sets a gold standard by:		
ensuring compliance with strict international building and safety regulations	reducing rework and waste, directly cutting costs and emissions	creating accountability and traceability for every inspection, defect, and approval

Digital collaboration accelerates quality by:		
connecting design, construction, and client teams in one transparent ecosystem	enabling faster decision-making via real-time visibility and shared digital workflows	aligning all stakeholders on a gold standard of excellence

In an environment where every day counts and every dollar matters, quality also becomes a competitive advantage. Construction firms that embrace digital quality and collaboration platforms like RIB CX are empowered to meet the non-negotiable standards of the Olympic Games and to set new benchmarks for excellence in mega project delivery.

Chapter 3: Building Better Together with RIB CX

Mega projects bring together an ecosystem of stakeholders, namely, government agencies, international partners, contractors, designers, consultants, and end users. Each has their own expectations, compliance frameworks, and communication cultures. They can leverage RIB CX software to turn the pressures of quality management into drivers of excellence, and build better together:

1. Real-time coordination converts urgency into precision.
2. Transparent data builds trust.
3. Automated workflows ensure sustainability and quality walk together.

What is RIB CX?

RIB CX is a construction management platform that supports every facet of construction operations. It features intelligent project collaboration tools with purpose-built modules that help firms capture project data, manage quality and budgets, oversee tenders and contracts, and achieve a smooth digital handover — all within a single, centralised platform that serves as the project's source of truth.

Each feature is designed to increase office and field productivity, so firms ensure that projects finish on time. Ease of use, efficiency and configurability are built right into its design, offering a complete management solution from pre-construction through to handover.

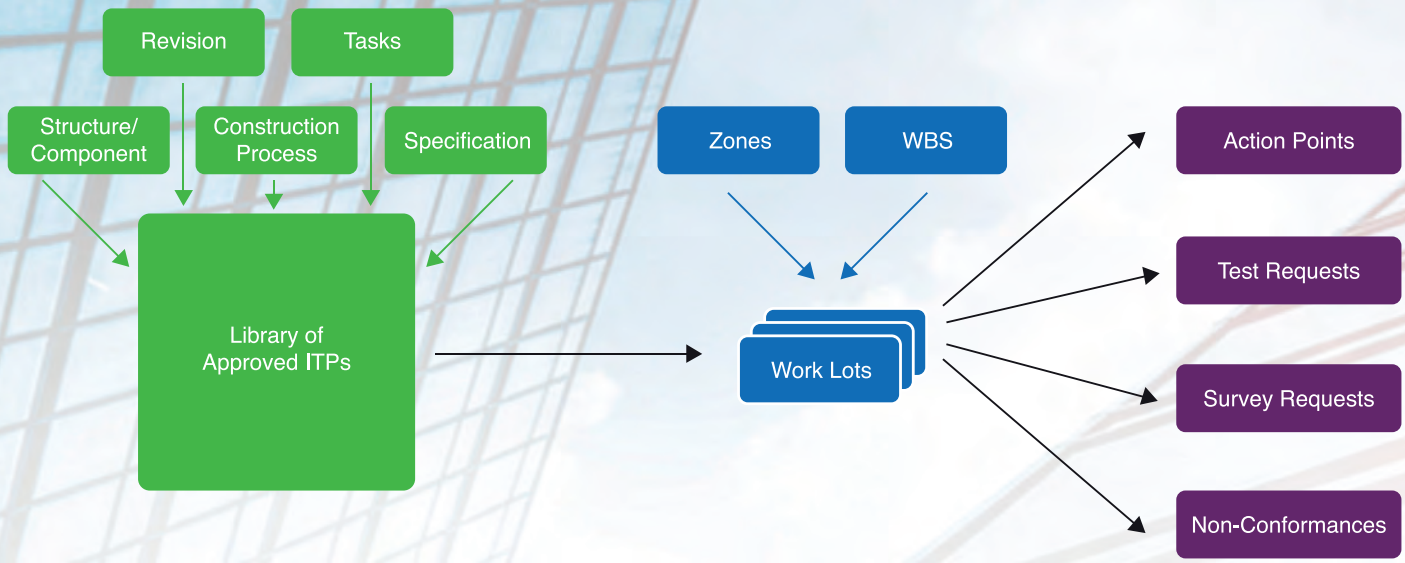
Quality management is one of the key construction-related tasks that RIB CX excels at facilitating, supporting the application of quality processes to ensure compliance. This helps circumvent delays and rising costs due to potential audits, as well as saving the time it would otherwise take to rectify issues from inadequate Quality Control.

The RIB CX Quality Process

The RIB CX Quality Module is the centralised hub for inspection and test plans that empowers construction firms to elevate their quality management efforts and to meet and maintain ISO standards. Users can:

- manage project quality requirements in logical segments (lots), each with its own tracking and checking tools
- assign and schedule quality requirements
- report on progress
- handle non-conformances

Inspection Test Plans (ITPs) are combined with location information and assigned to whomever is responsible for delivering that portion of work.



ITPs:

Inspection and Test Plans (ITP) are the cornerstones of RIB CX's Quality Module. Service providers are responsible for preparing all necessary ITPs, including those related to their own work processes. ITPs compile inspection and testing requirements for specific processes into a single document. They identify materials and work items to be inspected, the responsible parties, inspection stages, acceptance criteria, and record-keeping procedures. All project-specific ITP tasks are linked to particular Work Lots, ensuring comprehensive reporting and efficient project closeout. This structured approach empowers both clients and contractors to manage quality systematically.

Work Lots:

Work Lots are instrumental in managing quality for specific sections of work. Each Work Lot is created by branching from an approved ITP. The ITP tasks list is embedded as a checklist on the Work Lot form, simplifying the management of each Work Lot's elements. Spatial information can be added using fields in the Work Lot form. All other quality forms are associated with relevant ITP tasks and are linked to the Work Lot.

Action Points:

Action Points are used to manage Hold, Witness, and Inspection Points on a project. These points are linked to an ITP task within the Lot document.

- A Hold Point signifies a stage beyond which work may not proceed without authorisation from a designated authority or service provider.
- A Witness Point allows parties to witness inspections or tests as needed.
- An Inspection Point mandates that work must undergo inspection by a designated authority before proceeding.

When an Action Point results in a failed inspection, a Non-Conformance Report is created to ensure the failure is resolved in accordance with appropriate Quality Standards.

Test Requests:

A Test Request is created when there is a requirement for a particular test to be performed as part of a work lot, to comply with quality requirements. A test request is easy to create and assign to the appropriate action person within RIB CX, and once the required test has been performed, the results can be uploaded along with supporting documentation and remarks. The task can be assigned to a new user depending on the outcome.

Survey Requests:

A Survey request is created when there is a requirement to conduct a survey as part of a lot of work, to comply with quality requirements. RIB CX makes it simple to create and assign the request to the appropriate person, so they can view the action item from their home screen. Once the survey has been completed, necessary information can be noted along with the date and time and assigned to the next appropriate person.

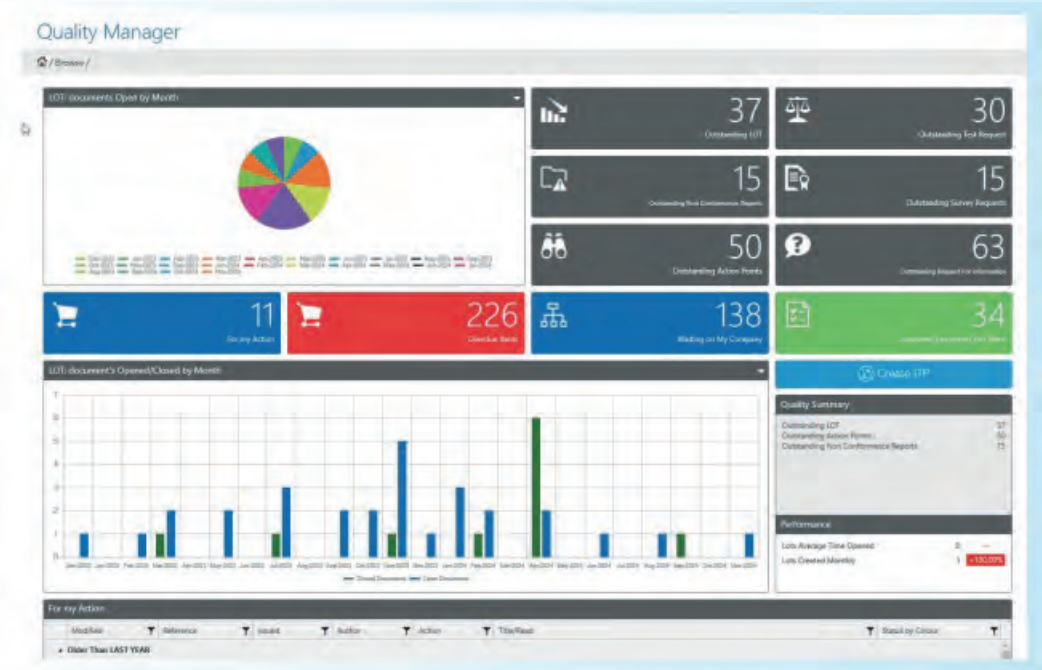
Non-Conformance Reports:

NCRs (Non-Conformance Reports) may need to be raised as part of a lot of work if the quality requirements have not been met. Within the NCR, the user can indicate any outstanding issues, who has identified them, and any proposed corrective action. The cost of the corrective action can be noted and linked to a particular budget to keep finances in line. Once the non-conformance has been solved, the verification can be finalised.

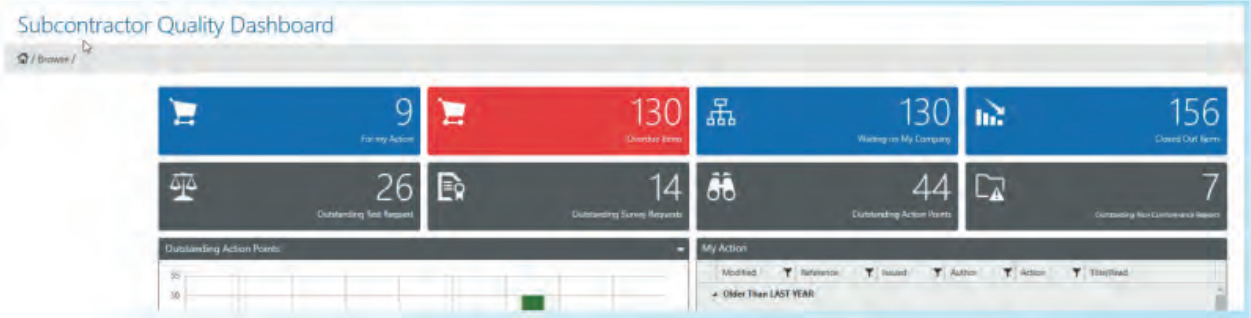
Dashboards:

RIB CX's Quality Module features two default dashboards to improve quality management.

Firstly, the Quality Dashboard: Tailored for companies overseeing project quality, it offers graphs and action widgets for quick insight into items requiring attention. It provides access to approved ITPs, tracks outstanding items, and ensures quality compliance.



The second dashboard type is the Subcontractor Quality Dashboard: Designed for subcontractors, it provides user-specific results, using action widgets to highlight tasks that need attention. It helps subcontractors manage quality responsibilities efficiently.



The comprehensive functionality of RIB CX's Quality module ensures that all items are accounted for and managed in one central system.

Benefits of RIB CX

For projects worthy of the world stage at the 2032 Brisbane Olympic Games, RIB CX can help deliver on quality.

01

Connected Collaboration

Project stakeholders across multiple teams and disciplines can connect via a single source of truth in RIB CX, hosting all quality data, correspondence, and documents. It offers a centralised platform for real-time communication and document control, which facilitates faster approvals and transparent accountability, with fewer disputes. Configurable templates and workflows align every stakeholder to a unified quality standard. Audit trails and dashboards make responsibilities explicit and performance measurable.

Tools that facilitate discussions and comments are integrated within the platform with a forum-based system that eliminates silos and ensures that project teams, including managers and on-site personnel, can communicate seamlessly. Real-time collaboration reduces the likelihood of misunderstandings, which streamlines decision-making and fosters a more collaborative environment.

02

Quality Excellence

RIB CX's digital QA/QC tools eliminate the need for paper-based inspections. They feature real-time issue tracking, defect management, and mobile inspections that drive proactive quality management. It supports field mobility, enabling site teams to capture, report, and resolve quality issues instantly, not retrospectively.

Automated sign-off workflows keep reviews and approvals aligned with construction pace, ensuring that speed and quality advance together. ITPs are efficiently documented, reviewed, and promptly addressed, reducing the risk of oversight and enhancing overall quality control processes.

03

Compliance and Audit Readiness

With RIB CX, project owners and government bodies gain full confidence in quality and compliance. Every inspection, approval, and action is captured automatically, creating a transparent record that supports ISO, safety, and environmental standards. Dashboards and analytics transform QA data into insights that drive better outcomes, while consistent processes across suppliers and trades raise the bar for quality across every stage of construction.

RIB CX supports ESG workflows by letting teams add custom ESG fields to quality and inspection checklists, so project-specific environmental and social criteria are captured, evidenced and reportable alongside QA records.

04

Integration for Efficiency

RIB CX integrates with scheduling, Building Information Modelling (BIM), and cost management tools for total project oversight. This integration streamlines reporting and enables better forecasting to reduce risk. No data is left behind.

Access to historical data is facilitated via a comprehensive search and retrieval system. Users can easily access and analyse historical quality data for reporting and analysis purposes. The platform's centralised repository and audit trail feature also contribute to the accessibility of historical data and demonstrate proof of completion allowing teams to learn from past experiences, identify patterns, and continuously improve quality management processes.

05

Real-Time Visibility

The digital platform significantly improves visibility for project stakeholders as they can access data and updates instantly. With mobile accessibility and integrated communication tools, teams can collaborate in real-time and stay on the same page. This provides a holistic view of the project's quality status at any given moment, allowing teams to make smarter decisions to minimise delays.

Additionally, through features like digital document management and automated workflows, the software enables users to upload, store, and collaborate on quality-related documents instead of sharing them through email or printing them out. So, RIB CX helps reduce the risk of errors associated with paper documentation, while enhancing digital access and transparency across the project.

06

Built for Agility

RIB CX's flexibility in adapting to changes is facilitated through its digital nature. Changes in project requirements, regulations, or client expectations can be easily implemented and communicated across the platform.

Automated workflows and version control ensure that updates are efficiently managed, reducing the time and effort required for manual revisions. This adaptability is crucial for maintaining project agility and responsiveness to evolving circumstances.

07

Certified to ISO Standards

The 2015 International Organisation for Standardisation (ISO) lists the seven Quality Management Principles as: Customer Focus; Leadership; Engagement of People; Process approach; Improvement; Evidence-based decision making; and Relationship Management. Meeting and exceeding ISO standards is a major undertaking for construction firms, but with RIB CX automating, tracking, and collating important quality metrics, it is easier for companies to gain and/or maintain third-party certification.

Implementing RIB CX

For companies looking to implement RIB CX into their business, it's a relatively straight forward process that ensures all parties are fully satisfied with the outcome. The client puts together a team of various subject matter experts. This team provides the RIB consultant with the configuration requirements for their project and utilises their knowledge and experience to manage the progress of the project.

RIB takes a proactive role in these sessions, asking questions, gathering and documenting specific requirements, project managing the implementation of the project.

RIB and the client meet regularly during the implementation process to discuss progress and configuration options, following a structured action plan:

1. Review and confirmation of the scope of work
2. Gathering requirements
3. Review of project timelines and deliverables
4. Review of risks
5. Identification of critical success factors
6. Review of resourcing
7. Communications plan and escalation process
8. Training planning
9. Support planning

Incoming users are assured that the quality process is fully in place and functioning as required, leaving them confident that stringent requirements are being followed.

Chapter 4: Quality Success in Practice

RIB CX is redefining construction management by helping firms streamline processes, ensure compliance, and maintain top-tier quality standards across every phase of a project.

Leveraging automated workflows to deliver real-time insights and foster transparency, users can tackle complex challenges with confidence and precision to drive success and set new industry benchmarks. RIB CX Dashboards are a key feature driving impact for RIB CX users with one user noting, ***"The dashboards make our analysis very easy... I can quickly view non-conformances and trends, understand the data, and immediately see what's happening."***

Among the use cases that have adopted RIB CX to manage large infrastructure programmes and across the board, users have reported substantial time and resource savings. Automating the setup of work breakdown structures, design packages, and disciplines, along with automatic form population, has proven to be a major stress reducer and time-saver.

Acciona

Acciona is a global group that develops and manages sustainable infrastructure solutions, particularly in renewable energy. Their commitment to quality management earned them the prestigious 2023 International Quality of the Year award in London. Acciona has used RIB CX software to maintain high standards. Real-time reporting dashboards, and enhanced project transparency, quality governance, and compliance have assisted in securing global recognition.

Quickway Constructions

Quickway Constructions (civil projects, $75–150M scale) is an Australian civil engineering firm that implemented RIB CX to improve digital quality, defects management, correspondence, document control, and more. Their case study shows how RIB CX has supported their complex projects with quality management, correspondence, document control, and field workflows across civil works. Results include faster close-out, fewer errors, and better compliance.

Key claims:

- Eliminated siloed communication and paper-based checklists
- Centralised document versioning and audit trails
- Accelerated issue resolution and reduced defects
- Improved transparency across multi-stakeholder teams

As David Zanetic, Quality Manager at Quickway Constructions, shared:

> *"Implementing RIB CX was a strategic decision that has paid off immensely. It's not just about efficiency; it's about transparency, accountability, and quality. The modules provided us with real-time insights and tools to manage every aspect of construction management – from tender processes to defect resolution, ensuring every project milestone is met with excellence."*

Conclusion

The road to Brisbane 2032 starts with quality. Before the Olympic and Paralympic Games even begin to test athletic endurance, the discipline, innovation, and integrity of every project team responsible for delivering the infrastructure to define a generation will be tested first. Our industry's success will be measured not only by what we build, but by how we build it — safely, sustainably, and to the highest standards of quality.

Quality Management is a crucial part of delivering a successful construction project. RIB CX software is revolutionising how firms manage governance and performance in construction projects – by eliminating reliance on paper-based documentation and providing a digital ecosystem where information flows seamlessly, ensuring accuracy, and accelerating decision-making processes on quality requirements.

Digital QA means never again having to discover problems at the end.

An outcome that boasts 30-40% faster defect closure and vastly improved cross-team alignment is essential for multi-venue Olympic mega project delivery. With other tangible results including improved handover quality, cost reduction, and compliance excellence, it's clear to see why digital quality management offers the best chance of attaining Olympic gold standards.

For projects under the global spotlight, quality is about reputation as much as it is about compliance. And with CX's digital QA/QC enabling the kind of smooth, verifiable handover that protects the legacy value of public infrastructure and Olympic assets, AEC firms can demonstrate excellence through:

✓ Zero-defect outcomes

✓ End-to-end transparency and accountability

✓ Sustainable construction practices

✓ Legacy-ready data for future asset operation

RIB CX embodies this commitment to excellence. By empowering project teams with real-time collaboration, transparent quality assurance, and data-driven insight, RIB CX transforms ambition into achievement, turning complexity into clarity, pressure into precision, and deadlines into milestones.

As construction firms set their sights on Olympic-scale and other mega projects, quality is the key and with RIB CX as their project management tool of choice, firms can trust that they will meet and exceed ISO standards to propel themselves towards podium success.

Book a demo now to learn how RIB CX can help your construction teams for Olympic-level delivery.

Get My Free RIB CX Demo Now

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