

Quality Management Solution could have averted DMRC mishap



Delhi Metro Rail Construction disaster that claimed six worker's lives.

On July 12th 2009, a combination of human error and faulty engineering data led to a tragic accident that costs human lives at the Delhi Metro Rail construction site. Instead of waiting for the 'Approved for Construction' drawing (as prescribed by ISO regulations) construction was done using the advance copy of the drawing in question.

The impact was disastrous for both the main contractor and engineering companies involved. DMRC has debarred its structural consultant, blacklisted its main contractor and design consultant, and has also suspended its Chief Engineer. Questions of accountability and quality-control are being raised at high levels cross both industry and government.

The underlying problem that led to the mishap is a familiar one: how to enforce quality in a manually-driven project lifecycle in projects while racing against time? Conventional solutions like electronic data management or Document management systems are not enough as they require manual intervention at different stages (the quality-assurance processes are not built into the system itself.).

At WRENCH, we present a unique technology that eliminates dependency on manual effort and makes quality enforcement foolproof. For example:

- Human error eliminated with the system managing tasks like file creation, naming, versioning, updating, notifications and archiving.
- No manual intervention is required to overwrite old data - system by default allows only latest versions of files to be accessed by users.
- System automatically notifies all stakeholders when any changes are approved and released.
- All documents printed will have watermarks that show the status based on workflows.
- No unapproved drawing can be sent out/acted upon unless each step (as prescribed) is completed.
- Managers can monitor work progress online and so avoid last-minute panic and firefighting to make up for lost time.
- Engineering deliverables can be tracked in real time, online or using a 'dashboard'.

With our quality assurance system, accidents like the DMRC mishap become virtually impossible. Contact 'the WRENCH Insurance Team' today to protect your quality, profits, and employees.

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