

GIRI/CQI CONSIG METRICS SURVEY 2026



In January 2026, the Get It Right Initiative (GIRI) and the Chartered Quality Institute's Construction Network (CQI ConSIG) carried out an industry survey to understand the current status of quality key performance measures in the UK construction industry.

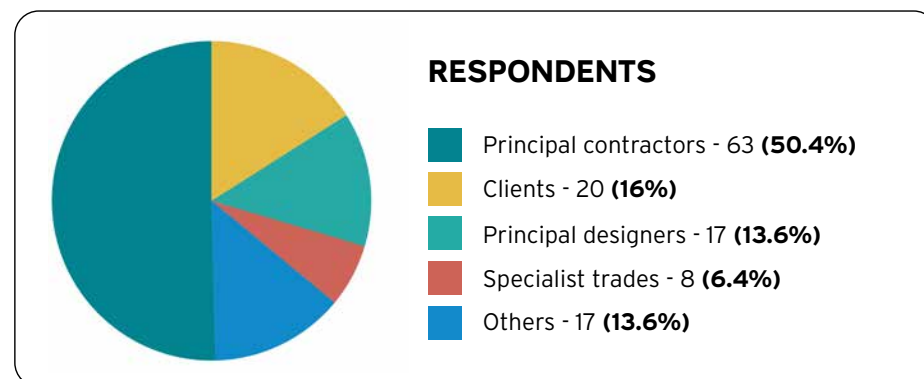
Purpose of survey

The UK construction industry lacks a common framework for defining and measuring quality. This inconsistency makes it difficult to benchmark performance, share learning and drive improvement.

Responses to the survey will help shape the development of a universal, cross-sector toolbox of quality measures that may be easily applied across the construction industry enabling consistent, comparable measures to support performance improvement in the reduction of error and improvement of quality.

Responses to the survey

We received 107 responses to the survey. The majority represented Tier 1 contractors - large organisations with more than 500 employees.



What we learned

- 88% of respondents measure quality performance within their organisation.
- 66% of respondents said their current KPI measures were very or somewhat effective in identifying areas for improvement.
- Data collection, inconsistent data and culture were cited as the most common factors affecting the effectiveness of quality KPIs.
- Lack of standard framework/guidance and data quality/availability were cited as the most common barriers to implementing cross-sector quality KPIs.
- Consistency of approach and improved benchmarking of quality performance were anticipated as the greatest benefits of cross-sector quality KPIs.
- The most commonly measured KPIs are production of inspection and test plans, and the number and status of defects and NCRs.
- The least commonly measured KPIs are number of design errors and frequency of design changes.
- Respondents cited common definitions/KPIs as the most important improvement required to implement a cross-industry KPI suite.

[View survey results infographic.](#)

Next steps

Industry feedback shows the primary barrier is not absence of metrics, but absence of common language and trusted aggregation. In response to the survey, GIRI and CQI ConSIG are meeting to develop:

- a suite of standard KPIs;
- a standard set of definitions associated with the KPIs;
- and draft guidance to accompany the suite of KPIs.

These will be available later this year.