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## Quality Assurance and CIPP Lining of Pressurized Water Main

Kevin O'Keefe<sup>1</sup>

<sup>1</sup> Fer-Pal Construction Ltd., Toronto, ON

**ABSTRACT:** Cured in Place Pipe is not a new process for the sewer industry. For water mains the process is still relatively young. As the need to rehabilitate our infrastructure becomes a higher priority every year, the CIPP option is becoming a product that is more viable. As the demand increases and the need for industry to meet the demand increases, the question that is pondered by both customers and suppliers is; how do we guarantee quality?

From a customer's perspective, when the product is assembled underground, how can quality be gauged? From a supplier's perspective, if the finished product is defective, the cost to rectify can be very expensive.

A company that is involved in specific repetitive construction is in fact a bit of a hybrid, a sort of manufacturing plant on wheels. The finished product is very much the same for each install, yet the environment in which it is installed varies constantly.

This paper explores how a traditional construction oriented business adopted the quality techniques, systems and strategies of the automotive industry and made significant improvements to their process and product capabilities. The tools employed not only impacted quality but also influenced productivity and waste reduction. This paper will follow the steps on how the quality program was developed, review the changes that had to be made, and look at the impact on performance.