

DQI

Respondents guide to assessing a design or building with the DQI

These notes are for people who have been asked take part in an assessment of a design or building with the DQI.

What is the DQI?

The DQI is a tool which assists a building's procurement team to define and check the evolution of design quality at key stages in the development process. The DQI has three parts, a questionnaire, weightings and visualisations.

The **DQI questionnaire** consists of statements that look at the **Functionality, Build Quality** and **Impact** of buildings:

- **Functionality** looks at the way the building is designed to be useful. The statements are split into: **use, access** and **space**
- **Build Quality** looks at the materials, and the different systems and conditions inside the building. The statements are split into **performance, engineering** and **construction**.
- **Impact** refers to the building's effect on the local community and environment. The statements are split into: **character and innovation, form and materials, internal environment** and **urban and social integration**.

Who is involved in the process?

As a **DQI respondent** you will have been asked to use the DQI to assess a design or a building which you are involved with. Every DQI assessment is slightly different but there will be a **DQI leader** assigned to help manage the process of using the DQI, they might be a client, architect, project manager, client design advisor or someone else. There should also be a **facilitator**, an impartial person who has been brought in to help get the most from the process of using the DQI. They will not be completing the DQI and are there to help you with any questions or queries you might have. Facilitators registered with CIC have knowledge of the building process and sector you are working in. They will be able to help with any general questions about the process, or demystify any specialist language generated in discussions.

Using the DQI

You will be asked to complete the DQI either online with computers or offline on paper. You will have been asked to complete the DQI either in a workshop with other stakeholders or maybe on your own. If you are completing the DQI on your own the facilitator will need to thoroughly brief you on what the process is trying to achieve.



When using the DQI the discussion generated by the process is as important a part of the session as scoring solutions. The facilitator and leader will help capture points.

Online

You will either be in a workshop with other respondents, or you may be completing the tool alone, and coming together later to discuss the results.

To use the DQI the DQI leader or a facilitator will give you an 8 digit **DQI respondent key**, or a hyperlink which will take you to the **DQI respondent welcome page**. If you have a key enter the tool from the homepage using the [DQI Tool](#) link. You should then click on the [DQI respondent](#) link and follow the onscreen instructions to enter the tool. Once you have started your online questionnaire you can leave at any time, but you must complete your questionnaire within 3 days. If you leave the tool you will need the DQI respondent key and your **password** used to register with the tool to re-enter.

Once you have completed the questionnaire click [submit](#) to see your results. Your views on the building will also have been submitted towards the overall assessment.

Offline

You are likely to be completing the DQI offline in a workshop environment with other respondents accompanied by the DQI leader and probably a facilitator.

If you are completing the DQI offline the facilitator or DQI leader will give you a paper form. Once completed you must return this to the DQI leader or facilitator who will enter the information online before you can see your results and they count towards the whole assessment.

A valid response requires that you consider 90% of the questionnaire (84 questions) and all the weightings sections - please check this before handing back. (Don't Know and Not Applicable count as valid responses).

Completing the DQI

Your choice of response

You have six choices of answer to each statement from 'Strongly Disagree' to 'Strongly Agree'. **The statements posed are general, and should be answered according to your perceptions.** It is your personal opinion that is important rather than your organisation's viewpoint. There are also 'Don't Know' and 'Not Applicable' options. Depending on the nature of the building project and your role within it, some questions may not be applicable or you might not know the answer. This is fine and will not be calculated into the results.

If you are completing the DQI online some questions may appear greyed out, this means that earlier in the building process they have been generally deemed not applicable to the project. If you feel you can answer the question you still can, and this is important because priorities change throughout the building process and answering these questions will highlight this.

Weightings sections

At the end of each section (functionality, build quality and impact) and at the end of the questionnaire there are summary sections. In these sections you need to weight



If need help as you go along clicking on the information button next to questions will give you further hints about what you are being asked to think about.

the relative importance you would give to each sub-section when set against the other by allocating points. There are 5 points per section, so a maximum of 15 (or 20 in Impact) and you can allocate between 0 and 15 (or 20) to each section. If you feel there should be no weighting you should allocate each section 5 points.

An analogy for how this system works is £1 coins, if you think a section is more important you can allocate it more £1 coins, and if it is less important allocate it less, or even none.

Likes and Dislikes

Once you have completed the questionnaire you can list three things you like and dislike about the design or building.

Results

When your questionnaire has been submitted (and uploaded if completed on paper) you will be able to view your results.

For further guidance on understanding the visualisation of your results please see 'Analysing your DQI results', which is available as a PDF from the website, though the DQI leader and facilitator should have a copy.

Questions

You should direct any questions to the facilitator or the DQI leader.

If you have a problem with using the DQI web tool please email CIC at dqi@cic.org.uk.