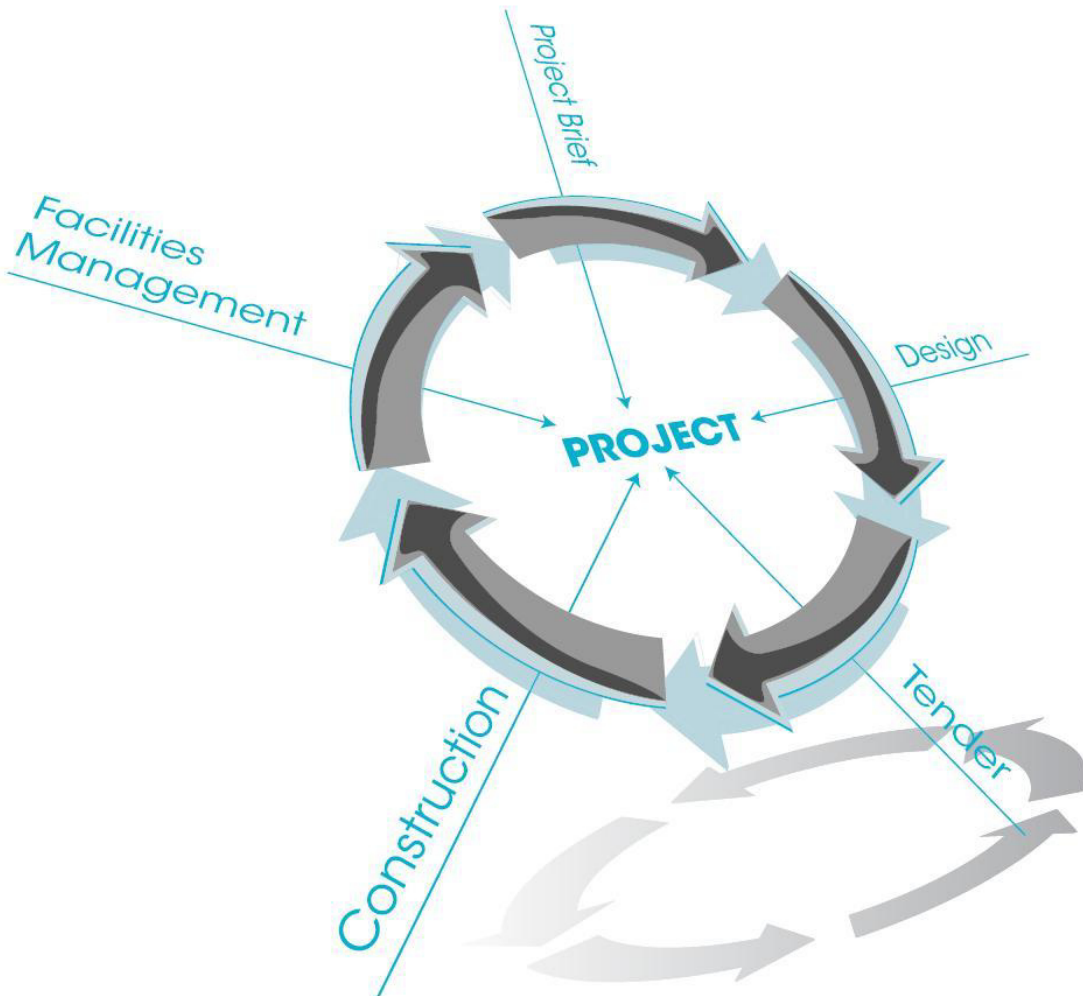


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Contents

Editorial Advisory Board	ii
Editorial	iii
INDUSTRIALISED BUILDING SYSTEMS: THE JKR PERSPECTIVES Kamaluddin Abdul Rashid	1
A LITERATURE REVIEW OF THE ADVANTAGES AND BARRIERS TO THE IMPLEMENTATION OF INDUSTRIALISED BUILDING SYSTEM (IBS) IN CONSTRUCTION INDUSTRY Nuzul Azam Haron, Hamzah Abdul Rahman and Mahanim Hanid	10
DAMAGE CONTROLLED PRECAST-PRESTRESSED CONCRETE STRUCTURE WITH P/C MILD-PRESS-JOINT Hiroyasu Sakata, Akira Wada and Yasuhiro Matsuzaki	16
LOAD-BEARING MASONRY CONSTRUCTION SYSTEM – ITS ADOPTION BY THE CONSTRUCTION INDUSTRY IN MALAYSIA Che Sobry Abdullah, Faisal Zulhumadi and Abd. Rahim Othman	25
A CASE STUDIES OF INTELLIGENT BUILDINGS IN MALAYSIA Hafez Salleh, Azlan Shah Ali, Syahrul Nizam Kamaruzzaman and Loo Siaw Chuing	42
AN OBSERVATION OF IMPACT IN IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM BY CONTRACTORS Rosli Mohamad Zin, Gui Hun Chen and Mukhtar Che Ali	54
CONTRACTORS' WILLINGNESS TO PAY FOR IMPROVING CONSTRUCTION WASTE MANAGEMENT IN MALAYSIA Rawshan Ara Begum, Chamhuri Siwar, Joy Jacqueline Pereira and Abdul Hamid Jaafar	74

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AN OBSERVATION OF IMPACT IN IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM BY CONTRACTORS

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Abstract

The Ninth Malaysia Plan (RM9) was launched by our Prime Minister in March 2006 is expected to boost the construction sector. However the contemporary issue that prevails in the construction realm is the capability of our contractors to deliver a desirable quality construction works. One way of improving their capability is by implementing ISO Quality Management System (QMS). How far is that true? Do our present fleet of ISO contractors performed well? What are their areas of improvement with regard to project management? Thus the primary aim of this study is to explore the areas of benefits that are experienced by our contractors after having certified to ISO 9001:2000. Based on Construction Industry Development Board (CIDB) data base, the designed questionnaire forms were sent to 190 ISO QMS certified contractors throughout the country. Subsequently 51 (26.8%) completed forms were returned. Data received were analyzed using SPSS software. It was found that by implementing ISO QMS, the contractors were generally able to improve their project productivity and enhance the company competitiveness. In context of project performance most contractors agreed by having ISO QMS enable them to improve their ability to complete the project in time as well as ability to reduce the wastage of material. In terms of managing the project, among the significant areas of improvement after ISO QMS certification were improved in storage and traceability of project records, more organized and systematic in submission of VOs, more organized in inspections, improved overall site management and improved in testing and commissioning activities.

Keywords: *Contractors, Construction, Quality Performance, ISO 9001:2000, Quality Management System (QMS)*

INTRODUCTION

The Ninth Malaysia Plan (9MP) was finally tabled by our honorable Prime Minister on 31st March 2006. The public development has been allocated about RM 200 billions which is 18 % higher than the previous five years plan. This significant allocation is necessary to boost the construction sector to meet the targeted construction gross domestic product (GDP) growth of 3 %. Thus 9MP is expected to keep the contractors busy for the next five years. However from previous records, depicted that poor quality of the construction works still prevailed. For instance, townhouse under construction collapses, killing one in Jalan Klang Lama, Kuala Lumpur (The Star, December 15th, 2004), concrete floor collapse in Shah Alam (News Straits Times, April 3rd, 2005), roof of new school hall collapses due to aluminium supporting structures fall down (News Straits Times, October 8th, 2005) and JB hospital 'sick' again- This time it's structural defect (The Star, 20th April 2007). Thus the prime concern of public at large is that are our contractors really committed to deliver high quality of construction works. One way to show their commitment is to go for ISO Quality Management System (QMS) certification.