

**CHALLENGES OF QUALITY ASSESSMENT SYSTEM (QLASSIC) IN
CONSTRUCTION INDUSTRY IN MALAYSIA**

FARRAH RINA BINTI MOHD ROSHDI

UNIVERSITI TEKNOLOGI MALAYSIA

2013

**CHALLENGES OF QUALITY ASSESSMENT SYSTEM (QLASSIC) IN
CONSTRUCTION INDUSTRY IN MALAYSIA**

FARRAH RINA MOHD ROSHDI

**A project report submitted in partial fulfillment of the
requirements for the award of the degree of Master of
Science (Construction Management)**

**Faculty of Civil Engineering
Universiti Teknologi Malaysia**

JANUARY 2013

Dedicated specially
To my beloved husband Muhammad Nasir Abu Bakar
and my daughter
Nur Nayli Fatini

///

ACKNOWLEDGEMENT

I would like to acknowledge my supervisor Prof Madya Ir Dr Rosli Bin Mohamad Zin who has given me support and guidance throughout the period of this study. His patience and perseverance toward the outcome of the study subject is on the highest standard. Without him, this project report will not become reality.

I would like to acknowledge to all my family members who has contributed their moral support toward the completion of this project report.

Finally, I would like to acknowledge all the expert panels and respondents to the questionnaire for participants in this study exercise and without them this study will be meaningless.

ABSTRACT

The Construction Industry Standard (CIS 7:2006) on Quality Assessment System (QLASSIC) was developed in November 2006 to evaluate and improve the quality of the building construction work among the Developers and Contractors. QLASSIC sets out the standard for the quality of workmanship for various construction elements of building and also infrastructure works. QLASSIC is not fully implemented and applied by all Developers and Contractors in Malaysia as this element is not a compulsory requirement in getting projects. Moreover, there are only small numbers of Developers and Contractors who are aware on the benefits of the application of QLASSIC in their construction projects. Besides, there are some barriers that cause those parties to avoid using QLASSIC. The aim of this study is to study on the challenges of QLASSIC assessment and its acceptance by Developers and Contractors that register under the CIDB, Malaysia for the construction projects in order to achieve the standard of quality in construction in terms of workmanship. Data was collected from the literature study and from Construction Industry and Development Board (CIDB) by means of interviews and questionnaires. Based on the analysis, most of the Developers and Contractors are still not familiar with QLASSIC. The barriers that contributed to Developers and Contractor refusal to comply with QLASSIC are unfamiliar with QLASSIC system, less of technical personnel during the QLASSIC assessment, less of QLASSIC's assessors and low reputation if QLASSIC score less than CIDB's requirement. Most of the respondents in the Developers companies agree with the barrier in which the main reason that stops them from applying QLASSIC is that they are not really familiar with the QLASSIC system.

ABSTRAK

Sistem penilaian kualiti (QLASSIC) dilaksanakan pada tahun 2006 adalah untuk menilai dan meningkatkan tahap kualiti di dalam kerja-kerja bangunan di kalangan para pemaju dan kontraktor. QLASSIC mengetengahkan satu tahap di mana kualiti terhadap kerja-kerja pemasangan dan pembinaan fokus kepada cara kerja untuk setiap elemen bangunan dan infrastruktur. Walaubagaimanapun,, QLASSIC masih kurang diaplikasi oleh sebilangan besar pihak pemaju dan kontraktor di Malaysia atas alasan sistem kualiti ini tidak termaktub sebagai kriteria wajib untuk mendapatkan projek. Sehubungan dengan itu, ada di kalangan para pemaju dan kontraktor mengaplikasikan sistem kualiti ini kerana kesedaran terhadap kebaikan-kebaikan pengaplikasian QLASSIC di dalam projek mereka. Selain itu, terdapat juga halangan-halangan yang menghalang sesetengah pihak dari menggunakan sistem ini. Laporan projek tertumpu pada cabaran QLASSIC dan penerimaannya oleh para pemaju dan kontraktor yang berdaftar di bawah CIDB di dalam mencapai tahap kualiti di dalam cara kerja. Dengan itu, semua data dikumpul melalui bacaan, data dikeluarkan oleh pihak CIDB dan borang kaji selidik. Berdasarkan analisis, kebanyakan pemaju dan kontraktor masih tidak memahami sepenuhnya QLASSIC. Antara halangan-halangan yang menjadi penyebab kepada keengganan pihak pemaju dan kontraktor untuk mengaplikasi sistem ini adalah tidak memahami tentang QLASSIC, kekurangan tenaga professional semasa proses penilaian kualiti, kekurangan penilai QLASSIC, dan kemerosotan latar belakang pihak kontraktor jika skor QLASSIC rendah dari kehendak CIDB. Majoriti pihak responden di dalam syarikat pemaju bersetuju dengan mengatakan bahawa halangan utama menghalang mereka dari menggunakan sistem QLASSIC ini adalah mereka masih tidak memahami secara terperinci tentang sistem kualiti ini.