

# APPENDICES

## APPENDIX A

### QUESTIONNAIRE FOR INTERVIEW WITH COMPANIES IN PROPERTY DEVELOPMENT AND CONSTRUCTION INDUSTRY

1. Why did your company choose to adopt the ISO 9000 Quality System instead of other system ?
2. What were the major factors that motivated your company to implement the ISO 9000 ?
3. What is your company's quality policy before implementing ISO 9000 Quality System ?
4. Did your company engage external consultant in the development and implementation of ISO 9000 Quality System ?
5. How did your company go about developing the quality system ?
6. What were the difficulties your company faced during the process ?
7. In general, what is the effect of ISO 9000 has on the existing work system as well as the organization of your company ?
8. In your opinion, were some of the difficulties inherent in the construction and / or property development industry ?
9. Since construction normally involved a lot of general labour, how did you make sure that they will carry out their work according to the requirement of your ISO 9000 Quality System ?
10. How did your company overcome the above mentioned difficulties ?
11. How long did your company take in developing the ISO 9000 quality system from its start until its registration ?
12. What was the response from your employees toward the implementation of the ISO 9000 Quality System ?

13. Based on your experience, what is the most difficult problem in maintaining the registration with SIRIM ?
14. What is your company's strategy in overcoming this problem ?
15. What is your company's plan in maintaining the quality system ?
16. Does your company design any specific reward system to motivate the employees in order to make ISO 9000 a successful quality system ?
17. As we know, high turn over rate in project personnel is a major issue in construction and property development industry, therefore, how does this situation effect your company and how do you tackle them especially in training and educating the new workers ?
18. What are the benefits your company experienced from the implementation of ISO 9000 Quality System ?
19. How is the performance and efficiency of your company after implementing ISO 9000 ?
20. In general, how much has it cost your company in the process of developing and implementing the ISO 9000 Quality System until its successful registration with SIRIM ?
21. What is your company future plan toward improving your current quality system ?
22. What is your advice or suggestion for other construction or property development company who wishes to adopt ISO 9000 as its quality system ?
23. What is your opinion on ISO 14000 ? How do you think it will affect your existing quality system and registration ?
24. What do you think about the future of ISO 9000 ? ( Especially in the construction and property industry ? )

## APPENDIX B

### QUESTIONNAIRE FOR INTERVIEW WITH SIRIM

1. What role does SIRIM Play in assisting the development and implementation of ISO 9000 Quality System in our country, especially in construction and property development industry ?
2. What are the common mistakes construction and property companies made during their first attempt to achieve SIRIM certification ?
3. What are the services provided by SIRIM in relation to ISO 9000 ?
4. How many companies in Construction and Property Industry have attained ISO 9000 certification from SIRIM ?
5. What are the fees SIRIM charged in the auditing process ?
6. In your opinion, why is it so difficult for a construction or property development company in achieving the ISO 9000 certification ?
7. How, in your opinion these difficulties can be overcome ?
8. What are the procedure or stages a construction or property company should go through in order to achieve the certification from SIRIM ?
9. Based on your experience, what is the most difficult problem in maintaining the registration with SIRIM ?
10. What will SIRIM do after awarding the certificate to a company ?
11. When do we start ISO 9000 in Malaysia ?
12. What is your advice or suggestion for construction and property development company who wishes to adopt ISO 9000 as its quality system ?
13. What is ISO 14000 ? How would it affect the existing ISO 9000 Quality System ?
14. What do you think about the future of ISO 9000 in construction & property Industry ?