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ABSTRACT

INTRO.....

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Lately, many criticisms have been directed to the construction and property development industry for the generally shoddy workmanship and poor quality management systems. A series of work site tragedies with heavy casualties and huge monetary losses have jeopardized the image of the industry badly.

This project is deliberately initiated to carry out some studies on how to develop and implement the ISO 9000 Quality System successfully in the construction and property development industry.

Three local companies have been selected for the in-depth personal interview on their experience in ISO 9000. The result is analyzed by using comparison method to study the similarities and differences between the experiences; in order to provide a basic structure on the procedure for quality system development.

The research findings show that long-term commitment from top management and full support from the employee across the organization is vital in making ISO 9000 a successful quality system. However, it is found that negative attitude among some

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employees in all the three companies has become the major problem in implementing the quality system. Maintaining the quality system has also appeared to be a difficult task because of external factors such as untrained labours, suppliers and sub-contractors.

This study has further found that, despite the difficulties and “ yet to be known ” benefits, all the three companies understudy are wholeheartedly committed to quality in their organization. It is this exceptional quality that made them the pioneers in the ISO 9000 Quality System; and the leaders in the construction and property development industry.