

CONTENT	PAGE
TITLE PAGE	i
ORIGINAL LITERARY WORK DECLARATION FORM	ii
ABSTRACTS	iii
ABSTRAK	iv
ACKNOWLEDGEMENT	v
CONTENT	vi
LIST OF FIGURES	xiii
LIST OF TABLES	xvi
LIST OF MAP	xviii
LIST OF APPENDICES	xix
CHAPTER 1 INTRODUCTION	1
1.1 Problem statement	3
1.2 Aim	3
1.3 Objectives	4
1.4 Research Scope	4
1.5 Methodology	5
1.5.1 Primary data	5
1.5.2 Secondary data	6
1.6 Research Structure	6
1.6.1 Chapter 1: Introduction	6
1.6.2 Chapter 2: Theory and Literature Review	7
1.6.3 Chapter 3: Building Construction Quality Assessment in Malaysia	7
1.6.4 Chapter 4: Methodology	7
1.6.5 Chapter 5: Case studies	7

1.6.6 Chapter 6: Analysis & Finding	8
1.6.7 Chapter 7: Conclusion	8
CHAPTER 2 LITERATURE REVIEW	9
2.1 Quality	9
2.1.1 Quality Definition	9
2.1.2 Quality Control	11
2.1.3 Quality Assurance	12
2.1.4 Quality System	14
2.1.5 Quality System Standard	15
2.1.6 Process Control and Inspection/Testing	16
2.1.7 Inspection, measuring and test equipment	19
2.1.8 Corrective and preventive action	19
2.2 Causes and Agents of Deterioration	21
2.2.1 Primary Causes	21
2.2.1.1 Design Deficiencies	21
2.2.1.2 Construction Faults	22
2.2.1.3 Lack of Maintenance	22
2.2.1.4 Building Change of Use	23
2.2.1.5 Vandalism	24
2.2.2 Weathering Agents	24
2.2.2.1 Solar Radiation	24
2.2.2.2 Wind	25
2.2.2.3 Driving Rain	25
2.2.2.4 Atmospheric Gases	26
2.2.3 Chemical Agents	27
2.2.3.1 Corrosion	27

2.2.3.2 Sulphate Attack	28
2.2.3.3 Crystallisation of Salts	28
2.2.4 Biological Agents	29
2.2.5 Mechanical Agents	30
2.3 Diagnosis and investigation Techniques	30
2.3.1 What is Building Diagnostics?	31
2.3.2 Need for Building Diagnostics	31
2.3.3 Approach to Diagnostic Assessment	34
2.3.4 Principle of Diagnosis	35
2.3.5 Client's Instructions	37
2.3.6 Process of investigation	38
2.3.7 Surveying Equipment	41
2.3.8 Sources of Information	42
2.3.9 Reports	45
2.3.10 Recommending Remedies	46
2.4 Finishes and Decorations	47
CHAPTER 3 BUILDING CONSTRUCTION QUALITY ASSESSMENT IN MALAYSIA	49
3.1 CONSTRUCTION QUALITY ASSESSMENT SYSTEM (CONQUAS)	50
3.1.1 Derivation of CONQUAS	50
3.1.2 Objectives of CONQUAS	50
3.1.3 Scope of CONQUAS 21	51
3.1.3.1 Structural Works	52
3.1.3.2 Architectural Works	53
3.1.3.3 Mechanical & Electrical (M&E) Works	53
3.1.4 The Weightages	54

3.1.5 CONQUAS Assessor	55
3.1.6 Sampling	55
3.1.7 The Assessment	55
3.1.7.1 Assessment Approach	55
3.1.7.2 Architectural Works Assessment	56
3.1.7.3 Assessment of M&E Works	60
3.2 QUALITY ASSESSMENT SYSTEM FOR BUILDING CONSTRUCTION WORKS (QLASSIC)	63
3.2.1 Derivation of QLASSIC	63
3.2.2 Assessment	63
3.2.3 Weightage	64
3.2.4 QLASSIC assessors	65
3.2.5 Sampling	65
3.2.6 Architectural work assessment	65
3.2.7 External works assessment	69
3.2.8 Mechanical and electrical (M&E) works assessment	70
3.2.8.1 Completed projects	70
3.2.8.2 Projects In-Progress	70
3.3 BUILDING PERFORMANCE ASSESSMENT	76
3.3.1 Performance Assessment Scoring System (PASS)	76
3.3.1.1 Engineering Work Assessment	78
3.3.1.2 Architectural Works (Interim) Assessment	78
3.3.1.3 Management Input Assessment	79
3.3.1.4 Programme and Progress Assessment	80
3.3.1.5 Environment and Other Obligation Assessment	80
3.3.1.6 Safety Assessment	80

3.3.1.7 Architect Work (Final) Assessment	80
3.3.1.8 Maintenance Period Assessment	80
3.3.2 Building Work MASS	82
3.3.2.1 Output Assessment	82
3.3.2.2 Input Assessment	84
CHAPTER 4 METHODOLOGY	86
4.1 Introduction	86
4.2 Research Method	87
4.2.1 Document Review Method	88
4.2.2 Unstructured interview	88
4.2.3 Questionnaire Method	89
4.3 Research Framework Design	90
4.4 Literature and References	92
4.5 Research Case Study	93
4.6 Questionnaire Design	95
4.7 Data Analysis	96
4.8 Chapter Summary	96
CHAPTER 5 CASE STUDIES	97
5.1 Case Studies Introduction	99
5.1.1 Kiara Designer Suites	99
5.1.2 Mont'Kiara Banyan	102
5.1.3 Mont'Kiara Meridin	106
5.1.4 Flora Murni	109
5.1.5 Kiaramas Ayuria	112
5.2 Observation of Case Studies	115

5.2.1 Observation of Kiara Designer Suites	115
5.2.2 Observation of Mont'Kiara Banyan	120
5.2.3 Observation of Mont'Kiara Meridin	123
5.2.4 Observation of Flora Murni	126
5.2.5 Observation of Kiaramas Ayuria	128
5.3 Relation between Building Defects and Building Quality Assessments	131
CHAPTER 6 ANALYSIS AND FINDING	142
6.1 Finding and analysis	143
6.1.1 Range of Age	144
6.1.2 Gender of Residents	146
6.1.3 No. of People Live in the House	147
6.2 Section C: Questions	149
6.2.1 Criteria that the purchaser considered most before purchase/rent a house	149
6.2.2 Achieve Requirement of the Owners	156
6.2.3 Satisfaction of current unit situation after few months staying in the House	158
6.2.4 The defect(s) in the unit during the handover the vacant possession period	161
6.2.5 Defect(s) on the building elements after handed over unit	171
6.2.6 Building defects affected residents' daily life routine	179
6.2.7 Defects Remaining and Recurring after rectification	181
6.2.8 Action of the residents to complaint on the defects	184
6.2.9 Developer or Contractor Respond and Action	186
6.2.10 Encountered other defects	193
6.2.11 Awareness of Building Quality Assessments	195
6.2.12 Important of Building Quality Assessments	199

CHAPTER 7 CONCLUSION AND RECOMMENDATION	202
7.1 Conclusion	202
7.2 Recommendation	209
References	
Appendices	

LIST OF FIGURES

FIGURE	TITLE	PAGE
Figure 3.1	Framework of Building PASS	77
Figure 5.1.1a	General view of Kiara Designer Suites	100
Figure 5.1.1b	General view of Kiara Designer Suites	101
Figure 5.1.2a	General view of Mont'Kiara Banyan	104
Figure 5.1.2b	General view of Mont'Kiara Bayan	105
Figure 5.1.3a	General view of Mont'Kiara Meridin	107
Figure 5.1.3b	General view of Mont'Kiara Meridin	108
Figure 5.1.4a	General view of Flora Murni	110
Figure 5.1.4b	General view of Flora Murni	111
Figure 5.1.5a	General view of Kiaramas Ayuria	113
Figure 5.1.5b	General view of Kiaramas Ayuria	114
Figure 5.2.1a	Building defects were observed in KDS	116
Figure 5.2.1b	Building defects were observed in KDS	117
Figure 5.2.1c	Building defects were observed in KDS	118
Figure 5.2.1d	Building defects were observed in KDS	119
Figure 5.2.2a	Building defects were observed in MK Banyan	120
Figure 5.2.2b	Building defects were observed in MK Banyan	121
Figure 5.2.2c	Building defects were observed in MK Banyan	122
Figure 5.2.3a	Building defects were observed in MK Meridin	123
Figure 5.2.3b	Building defects were observed in MK Meridin	124
Figure 5.2.3c	Building defects were observed in MK Meridin	125
Figure 5.2.4a	Building defects were observed in Flora Murni	126

Figure 5.2.4b	Building defects were observed in Flora Murni	127
Figure 5.2.5a	Building defects were observed in KA	128
Figure 5.2.5b	Building defects were observed in KA	129
Figure 5.2.5c	Building defects were observed in KA	130
Figure 6.1.1a	Range of Age of the Residents	144
Figure 6.1.1b	Range of Age of the Residents	145
Figure 6.1.2a	Gender of Residents	146
Figure 6.1.2b	Gender of Residents	146
Figure 6.1.3a	Number of People Live in the House	147
Figure 6.1.3b	Number of People Live in the House	148
Figure 6.2 (a)	Criteria that Purchaser considered-KDS	151
Figure 6.2 (b)	Criteria that Purchaser considered-MK Banyan	151
Figure 6.2 (c)	Criteria that Purchaser considered-MK Meridin	151
Figure 6.2 (d)	Criteria that Purchaser considered-Flora Murni	152
Figure 6.2 (e)	Criteria that Purchaser considered-Kiaramas Ayuria	152
Figure 6.2 (f)	Criteria that Purchaser considered-Case Studies	153
Figure 6.2.2a	Achieve requirement of the owners	156
Figure 6.2.2b	Achieve requirement of the owners	156
Figure 6.2.3a	Satisfaction of current unit situation	158
Figure 6.2.3b	Satisfaction of current unit situation	158
Figure 6.2.4a	The defect(s) in the unit during the handover-KDS	163
Figure 6.2.4b	The defect(s) in the unit during the handover-MK Banyan	163
Figure 6.2.4c	The defect(s) in the unit during the handover-MK Meridin	164
Figure 6.2.4d	The defect(s) in the unit during the handover-Flora Murni	164
Figure 6.2.4e	The defect(s) in the unit during the handover-Kiaramas Ayuria	165
Figure 6.2.4f	The defect(s) in the unit during the handover-Case Studies	165

Figure 6.2.5a	Defect(s) on the building elements after handed over-KDS	173
Figure 6.2.5b	Defect(s) on the building elements after handed over-MK Banyan	173
Figure 6.2.5c	Defect(s) on the building elements after handed over-MK Meridin	174
Figure 6.2.5d	Defect(s) on the building elements after handed over-Flora Murni	174
Figure 6.2.5e	Defect(s) on the building elements after handed over-K'Ayuria	175
Figure 6.2.5f	Defect(s) on the building elements after handed over-Case studies	175
Figure 6.2.6a	Building defects affected residents' daily life routine	179
Figure 6.2.6b	Building defects affected residents' daily life routine	179
Figure 6.2.7a	Defects remaining and recurring after rectification	181
Figure 6.2.7b	Defects remaining and recurring after rectification	181
Figure 6.2.8a	Action of the residents to complaint on the defects	184
Figure 6.2.8b	Action of the residents to complaint on the defects	184
Figure 6.2.9ai	Developer or Contractor Respond and Action	186
Figure 6.2.9aii	Developer or Contractor Respond and Action	186
Figure 6.2.9bi	Duration of Developer or Contractor need to rectify defects	190
Figure 6.2.9bii	Duration of Developer or Contractor need to rectify defects	190
Figure 6.2.10a	Encountered other defects	193
Figure 6.2.10b	Encountered other defects	193
Figure 6.2.11a	Awareness of Building Quality Assessments	195
Figure 6.2.11b	Awareness of Building Quality Assessments	196
Figure 6.2.12a	Important of Building Quality Assessment	199
Figure 6.2.12b	Important of Building Quality Assessment	199

LIST OF TABLES

TABLE	TITLE	PAGE
Table 3.1(a)	Weightages for Structural, Architectural and M&E Works	54
Table 3.1(b)	Assessment of Architectural Elements	56
Table 3.1(c)	Architectural Works Sampling Guidelines	57
Table 3.1(d)	Percentage set out in the four categories of building	58
Table 3.1(e)	Weightages for the M&E Assessment based on category	60
Table 3.1(f)	The score will be pro-rated	61
Table 3.1(g)	M&E Works Sampling Guide lines	62
Table 3.2(a)	Weightage for structural, architectural, M&E and external works	64
Table 3.2(b)	The weightage for architectural elements	66
Table 3.2(c)	Architectural Works sampling guide lines	67
Table 3.2(d)	The total number of locations will be distributed according to “Principal”, “Circulation” and “Service” based on the percentage set out in the four categories of buildings	68
Table 3.2(e)	The weightage for M&E Work elements	70
Table 3.2(f)	M&E Works sampling Guidelines	71
Table 3.2(g)	Weightage for reinforced concrete structure element	72
Table 3.2(h)	Typical rreinforced concrete structure samples for assessment	73
Table 3.2(i)	Weightage for structural steelwork	74
Table 3.2(j)	Weightage for and pre-stressed concrete	75
Table 3.2(k)	The selection of sample for structural steel works assessment Guidelines	75
Table 4.1	Overview of Research Objectives and Methodologies	91
Table 5.1	Comparison of clauses between Building Quality Assessments -Conquas and Qlassic	131

Table 6.1.1	Range of Age	144
Table 6.1.2	Gender of Residents	146
Table 6.1.3	No. of People Live in the House	147
Table 6.2.1	Criteria that the purchaser considered most before purchase/rent a house	150
Table 6.2.2	Achieve Requirement of the Owners	156
Table 6.2.3	Satisfaction of current unit situation	158
Table 6.2.4a	The defect(s) in the unit during the handover vacant possession Period	162
Table 6.2.4b	The top three (3) defects in the unit of every case study during the handover the vacant possession period	166
Table 6.2.5	Defect(s) on the building elements after handed over unit	172
Table 6.2.6	Building defect affected resident' daily life routine	179
Table 6.2.7	Defects remaining and recurring after rectification	181
Table 6.2.8	Action of the residents to complaint on the defects	184
Table 6.2.9a	Developer or Contractor Respond and Action	186
Table 6.2.9b	Duration of Developer or Contractor need to rectify defects	190
Table 6.2.10	Encountered other defects	193
Table 6.2.11	Awareness of Building Quality Assessment	195
Table 6.2.12	Important of Building Quality Assessment	199

LIST OF MAP

MAP	TITLE	PAGE
Map 5.1	Location of Kiara Designer Suites	99
Map 5.2	Location of Mont'Kiara Bayan	103
Map 5.3	Location of Mont'Kiara Meridin	106
Map 5.4	Location of Flora Murni	109
Map 5.5	Location of Kiaramas Ayuria	112

LIST OF APPENDICES

APPENDIX A: Questionnaires.

APPENDIX B: Recommended Building Handover Inspection Checklist