

**A STUDY ON THE PROBLEMS ENCOUNTERED BY
ORGANISATIONS IN THE IMPLEMENTATION OF QUALITY
MANAGEMENT SYSTEM ISO 9001:2000 IN CONSTRUCTION
INDUSTRY. (CASE STUDY LOCATION: KLANG VALLEY AREA,
N. SEMBILAN, MELAKA AND JOHORE - 2 SITE - VISITS PER
LOCATION)**

BY:

**ABDUL RAHMAN AYUB
JANIDAH EMAN**

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ABSTRACT

In Malaysia, misunderstanding among organization on Quality Management System (QMS) concept is an obstacle for its implementation in all management system in this industry. Thus, organization should understand some elements in QMS to overcome this problem such as the philosophy, concepts and procedures. QMS design and implementation are influenced by the needs, objectives, process and structure. Usually, these are different depending on the organizations' policy. Therefore, the deep understanding and guidance of QMS can improve the effectiveness in the implementation of QMS by organization in the Malaysia Construction Industry. The objectives of this research are to study the scenario of QMS application, to identify the problems encountered by organization and to issue recommendation on how to improve the implementation of QMS in Malaysia Construction Industry. The scope of this study focuses in the organization in the Center region area. The organization can be divided by top, medium and lower level management. This research is obtained and finalized by the reading and distribution of the 150 samples of questionnaires mainly to the top, medium and lower level management. From the data analysis by the SPSS program, the findings of the study shows most of respondents in Construction Industry has a high level awareness with the scenario of QMS application, the common problems encountered by organization and recommendation to improve the QMS implementation problems occurred in Malaysia Construction Industry is identify.

Keywords: *Quality Management System, ISO 9001:2000, Construction Industry.*

CHAPTER 1

INTRODUCTION

In Malaysia, more and more organization in construction related industry has applied to be ISO 9001:2000 QMS certified. However, the number is still relatively small when compared to the total amount of organization in this industry. Looking at construction industry scenario in Malaysia, QMS is really needed to improve the quality of the Malaysian construction industry. The organizations that responsible should really understand the philosophy, concepts, procedures and other elements in QMS. The design and implementation of an organization's QMS is influenced by varying needs, particular objectives, the products provided, the processes employed is the size and structure of the organization. The term ISO 9001:2000 was generally associated with the QMS. Therefore, the implementation of this International Standard can develop, implementing and improving the effectiveness of QMS.

For an organization function effectively, it has to identify and manage numerous linked activities. The barriers to QMS implementation that related to the owner were the major implements in the application of QMS concepts. The opinion and attitudes of organization was another factor behind no application of some other concepts.