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

Dissertation submitted in partial fulfilment of the requirement for the
award of Bachelor of Quantity Surveying (Honours)

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ABSTRACT

Quality is an essential aspect of the construction industry, especially in Malaysia. To quantify and assess quality in construction, Construction Industry Development Board (CIDB) has introduced the Quality Assessment System in Construction (QLASSIC) as a standard quality measure of in the Malaysian construction industry. This research mainly aims to assess the challenges of QLASSIC and its implementation by contractors registered under CIDB Malaysia for construction projects to achieve the standard of quality in construction and avoid building failure. The first specific objective of this research study is to identify the advantages of the implementation of the QLASSIC system. Secondly, to determine the challenges in the implementation of QLASSIC by the contractors in the construction industry and the last objective is to suggest strategies to overcome the challenges in QLASSIC implementation for the contractors. A quantitative method was used to achieve the research objectives where data collections from 59 out of 122 respondents in contractors' firms were gathered through a questionnaire. Then, the raw data was analyzed by using the Statistical Package for Social Science (SPSS). From the findings, QLASSIC could successfully reduce the number of major defects and building failure issues as the advantages of the implementation of the QLASSIC system. Next, the longer time taken in producing the QLASSIC report was the main challenge in the implementation of the QLASSIC system. The suggestion for the strategy was to gain more knowledge of the QLASSIC system. Of recommendations for future research is that the scope of this research needs to be widened by focusing on other places in Malaysia as well. Additionally, more variables in the topics should be included in future research.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

This chapter discusses the challenges of a quality assessment system (QLASSIC) in Malaysia's construction industry. This chapter also presents research background, research problems, research questions, research aim, research objective, study scope and the significance of the study. The researchers have come out with three (3) research objectives and three (3) research questions. This chapter also conveys the research structure from the beginning until the end of the research.

1.2 BACKGROUND OF THE RESEARCH

Quality is an essential aspect as it can significantly impact the construction industry in Malaysia. Therefore, CIDB has introduced the Quality Assessment System in Construction (QLASSIC) as a standard measure of quality in the construction industry (Khalid, Zailawati, Tamjehi and Diana, 2020). Thus, the contractors must fulfil the requirements in implementing the QLASSIC system to satisfy their clients or customers. Implementing a quality assessment system (QLASSIC) in the construction industry among the contractors is at an unsatisfactory level. The contributing factor to less implementation of the QLASSIC system is lack of awareness among the contractors about the QLASSIC system in Malaysia's construction industry (Subramaniam, Omar, Sarpin, Nasrun and Nawi, 2019). The awareness among the contractors on the quality of construction is still low. They were not concerned about this quality aspect.