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**BEST PRACTICES OF CONTRACTORS IN
ACHIEVING HIGH SCORE IN QUALITY
ASSESSMENT SYSTEM IN CONSTRUCTION
(QLASSIC)**

Final Project submitted in partial fulfilment
of the requirement for the award of
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ABSTRACT

In Malaysia, Quality Assessment System in Construction (QLASSIC) had been implemented since year 2007. The objective of QLASSIC is to measure and evaluate the quality of workmanship and finishes of the building construction works. The number of construction projects that were assessed by QLASSIC have increased and some of the projects have received high score award from the assessment. Therefore, there is a need to determine the best practices implemented by the contractors in achieving high score of QLASSIC for the construction projects. The methodology used are literature review and questionnaire surveys. The descriptive statistic the frequency and percentage were used for describing the contractor's general information. While mean distribution and ranking were used to analyse the data regarding best practice implemented that contributed to high score of QLASSIC and the improvement of QLASSIC implementation in construction projects.

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CHAPTER 1

INTRODUCTION

1.1 OVERVIEW OF CONSTRUCTION INDUSTRY

Quality in the construction industry play an important role to ensure the quality of life of the residents. Therefore, the quality of the construction projects should be improved from time to time. Rumane (2011) stated that, the awareness on quality management is increase from time to time. Improvement of the quality in the construction is also important as the construction industry contribute a high percentage to the growth of economy of the country. Thus, it is important to develop a quality management system or quality assessment system to improve the quality of work in the construction industry. In Malaysia, the Quality Assessment System in Construction Industry (QLASSIC) is developed by the Construction Industry Development Board (CIDB). QLASSIC becomes a special guideline to measure the quality of the construction work as well as the standards for the level of quality achieved by the construction project. The purpose of the QLASSIC is to improve the quality of construction industry in Malaysia.

1.2 PROBLEM STATEMENT

The Malaysian construction industry played important role in contributing to the growth of country's economic and quality of life of the house occupants. Therefore, quality in construction industry is important too for the satisfaction towards the users. The National Consumer Complaint Centre received high percentage of complaints regarding housing sector. The cases have been identified that crack of wall, dipping porch floor, poor drainage, poor finishing, leakage problem and the worst case were the fallen water tank. These cases are reflecting the quality level of Malaysian construction sector (Hamzah et al, 2008). According to Ahzahar et al (2011), Housing