

**MEASUREMENT OF QUALITY COST TOWARDS SUCCESSFUL
COMPLETION OF A PROJECT**

By

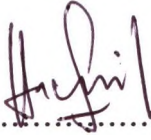
AHMAD HAFIZUL BIN ZAINAN

Report is submitted as
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DECLARATION BY THE CANDIDATE

I am Ahmad Hafizul Bin Zainan, Uitm no. 2004362951 confirms that the work is my own and that appropriate credit has been given where reference has been made to the work of others.

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ABSTRACT

This research measures quality cost towards successful completion of a project in construction industry. A successful completion of a project refers to the project that is completed within time, cost and meets the required quality. The construction industry is one of the productive sectors that constantly contribute to the economy. In construction industry, activities are typically divided into functional areas, which are performed by different disciplines example architect, engineers and contractors. Each discipline makes decisions without considering its impact on others. As a result, this leads to time waste, unnecessary cost, increased errors, and misunderstanding, and thus rework, which has been found to be primary factor of time and cost overruns in construction industry. In this research, the samples consist of 60 contractors in Pulau Pinang. The data was collected using self-administered questionnaire. SPSS Version 13.0 and Contribution Weightage Formula were used to analyses the data. In this research, the project quality parameters will be identified and presented into level or ranking It was found that Quality of Raw Material was the main project quality parameter affecting on quality cost. Then it was followed by Site Management and Organization. Fraudulent Practices and Kickback was the least affecting on quality cost. Other project quality parameters are cost monitoring and control, cooperation of all parties in the project, time emphasis in construction process, selection of project manager with proven track record, monitoring and feedback by client, project cost estimation, government permits and approval, size and value of the project, project environment assessment, safety awareness on site, financial problems, adequate modern equipment and machineries, well defined project scope and objective, project social assessment, climatic condition at site, improper project design, poor labour skill, excessive change order, disputes resolution. This research will benefit for contractors in measure the quality cost towards successful completion of a project. This study also provides recommendations and suggestions for future research development.