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**IMPLEMENTING OF TOTAL QUALITY
MANAGEMENT (TQM)
IN MALAYSIAN CONSTRUCTION INDUSTRY**

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of the requirement for the award of
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ABSTRACT

Total quality management (TQM) is a piece of the complete quality confirmation point of view. This framework, which is considered as a sort of administrative way of thinking, utilizes all authoritative levels to continually improve the quality of goods and services. TQM is an efficient administration way to deal with meet the competitive and innovative difficulties which has been acknowledged by both assistance and assembling associations worldwide. It characterizes the quality with accentuation on top administration responsibility and client loyalty. It centers around achieving and keeping up flawless quality in assembling just as administrations, by improving the presentation of items, cycles and administrations to fulfil client expectation. The aim for this research are to determine the factor to improve the quality product in construction project by implementing total quality management in construction industry and the effect of quality control, quality improvement, quality policy, quality planning and assurance toward the construction process. There are three (3) aims of this study which are to identify the strategies of TQM to improve the quality of construction product, to determine the barrier in implementation of TQM, and to identify the available advance technology and its application in order to improve the quality management and project quality. Based on the research findings, there are a lot of benefits in implementing of TQM in order to achieve a good quality construction product. Application of Plan-Do-Check-Act (PDCA) cycle in the organization helps to brings continuous improvement in order to improve quality and efficiency. The research conducted in setting and distribution a set of questionnaires to contractor G7 to get the responses and analyze it using SPSS software.

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Declaration	
Abstract.....	I
Acknowledgement.....	II
Table of contents.....	III
List of tables.....	V
List of figures	VI

TABLE OF CONTENTS

CHAPTER 1: INTRODUCTION	1
1.0 BACKGROUND OF STUDY	1
1.1 PROBLEM STATEMENT	2
1.2 AIM OF RESEARCH.....	3
1.3 RESEARCH OBJECTIVE	3
1.4 RESEARCH QUESTION.....	4
1.5 SCOPE OF RESEARCH.....	4
1.6 CONCLUSION	4
CHAPTER 2: LITERATURE REVIEW.....	7
2.0 INTRODUCTION.....	7
2.1.1 Strategies of TQM - Provides Proper Organization.....	8
2.1.2 Strategies of TQM - Provides Better Management	9
2.1.3 Strategies Of TQM - Enhance Team Skills and Certificate	11
2.1.4 Strategies Of TQM - PDCA (Plan-Do-Check-Act).....	12
2.2.1 Barrier In Implementing TQM - Strategic Barrier.....	12
2.2.2 Barrier In Implementing TQM - Structural Barrier	13
2.2.3 Barrier In Implementing TQM - Contextual Barrier.....	13
2.2.4 Barrier In Implementing TQM - Procedural Barrier	14

CHAPTER 1: INTRODUCTION

1.0 BACKGROUND OF STUDY

Over few decades, many organization has been applied Total Quality Management (TQM) as a tool to improve corporate performance and quality of a project. Total Quality Management (TQM) provides the climate and culture essential in order for innovation and technology advancement (D.Arditi & M.Gunaydin, 1997). Better management practice will determine the success of TQM. Responsibility of every stakeholders in the project must be targeted for every level in the company in order to achieve quality product (D.Arditi & M.Gunaydin, 1997). There are many aspect which are similar between the safety consciousness of construction firm and the implementation of TQM concept (D.Arditi & M.Gunaydin, 1997). Extending the TQM concept to the parties mentioned above in the form of joint teams achieves higher customer satisfaction in the industry (D.Arditi & M.Gunaydin, 1997).

The quality management system helps to achieve an objective and compliance of the construction industry. The proper quality management helps to improve client satisfaction and needs in the construction project which is meet the requirement, cost, time and quality. Quality management in construction industry will helps to maintaining the works in construction at the required level that stated by the client in the contract document (Mallawaarachchi, H., & Senaratne, 2015). ISO certification is important to the construction industry in order to produce a best product and quality for the clients.

One of the phenomenon in construction industry is a poor quality in a such of construction project. Many steps have been introduced such as implementing quality standard to ensure the construction quality (Mallawaarachchi, H., & Senaratne, 2015). Requirement in a project can be complex or simple, or that may have been stated in