



PROGRAMME IN BUILDING SURVEYING
DEPARTMENT OF BUILT ENVIRONMENT STUDIES AND TECNOLOGY
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA
PERAK BRANCH
SERI ISKANDAR CAMPUS

**SUPERVISION QUALITY CONTROL OF RENOVATION HOUSE AT NO
1309, TAMAN TUNKU SARINA, BANDAR DARUL AMAN, JITRA,
KEDAH**

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BACHELOR OF BUILDING SURVEYING (HONS.)

PRACTICAL TRAINING REPORT

JANUARY 2022

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TAMAN TUNKU SARINA, BANDAR DARUL AMAN, JITRA, KEDAH

JANUARY 2022

This practical training report is fulfilment of the practical training course.

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DATE :18/2/2022.....

ACKNOWLEDGEMENT

In the name of Allah, The Most Gracious and Merciful,

I would like to express my gratitude and appreciation to all those who gave me the possibility to complete this report. A special thanks to our final year supervisor, Mrs. Aida Afina, whose help stimulating suggestions and encouragement, helped me to coordinate my project especially in writing this report.

I would also like to acknowledge with much appreciation the crucial role of the staff of Tona Group Sdn. Bhd, who gave the permission to handle some of project as site supervisor in this company.

Last but not least, thank you to my course mate, Wan Amni Aizah binti Megat Abdullah for helping to finishing my practical training almost 4 months. Thank you to all people who knowingly or unknowingly supported me for my moral in practical training as site supervisor in Tona Group.

Thank You,

Nurul Amerah binti Mohamad.

TABLE OF CONTENT

ACKNOWLEDGEMENT

TABLE OF CONTENTS

LIST OF FIGURES

ABSTRACT

CHAPTER 1: INTRODUCTION

1.0 Introduction

1.1 Objectives of the Industrial Training

1.2 Methodology of Report

1.3 Company Background

1.3.1 Vision, Mission, Philosophy and Commitment

1.3.2 Objective Company

1.3.3 Services of Company

1.3.4 Company Operation Hour

1.4 Location Plan

1.4.1 Key Plan

1.5 Organization Chart

CHAPTER 2: LITERATURE REVIEW

2.0 Literature Review

CHAPTER 3: CASE STUDY

3.0 Introduction

3.1 History of No 1309, Taman Tunku Sarina 2, Bandar Darul Aman, Jitra, Kedah

3.2 Project Information

3.3 Site Location

3.4 Process of Renovation House

3.5 Design of Renovation

3.6 Quotation of No 1309, Taman Tunku Sarina 2, Bandar Darul Aman,
Jitra, Kedah

3.7 Conclusion

CHAPTER 4: PROBLEM IN SUPERVISION QUALITY CONTROL

4.0 Introduction

4.1 Low Systematic of Project Schedule

4.2 No Document after Payment to Craftsman

4.3 Low Quality of Management

4.4 Hard to Control Craftsman

CHAPTER 5: CONCLUSION AND RECOMMENDATION

5.0 Conclusion and Recommendation

References

Appendices

List of Figures

Figure 1: Office Tona Group Sdn. Bhd.

Figure 2: Key Plan Tona Group Sdn. Bhd.

Figure 3: Organization Chart of Tona Group Sdn. Bhd.

Figure 4: No. 1309, Taman Tunku Sarina 2, Jitra,

Figure 5: Kedah 21 Phase of Taman Tunku Sarina, Jitra, Kedah

Figure 6: Schedule of Project Taman Tunku Sarina 2, Jitra, Kedah

Figure 7: Key Plan of Taman Tunku Sarina 2, Jitra, Kedah

Figure 8: Front of No. 1309, Taman Tunku Sarina 2, Jitra, Kedah

Figure 9: Levelling Ground

Figure 10: First Floor Plan of Kitchen Renovation

Figure 11: Latest Floor Plan

Figure 12: Quotation for Pn. Rosmiza, Taman Tunku Sarina 2, Jitra, Kedah

Figure 13: Agreement between Tona Group and Pn. Rosmiza

Figure 14: Agreement between Tona Group and Pn. Rozmiza

Figure 15: Agreement between Tona Group and Pn. Rosmiza

List of Table

Table 1: Company Operation Hour

List of Chart

Chart 1: Methodology of Report

Chart 2: Step of Renovation House

ABSTRACT

Practical training takes almost 4 months to complete the studies to grad in Degree as Building Surveyor. Honestly, there are lot of knowledge I got in 4 months of practical training. There are lot of subject that I had learned in campus and I faced in reality from my practical training. I got position as site supervisor in the company that I have learned many things about the scope that more to quality control.

All of student can get more knowledge from aspects organization, quality control, design, quotation, communication and project planning. This course justify the relationship of various professionals and their practices in the building industry.

This report explains in supervision quality control of renovation house at No 1309, Taman Tunku Sarina 2, Bandar Darul Aman, Jitra, Kedah which is a resident house that involve of addition kitchen of his house. The goal of this project is to make sure that the projects are run smoothly with good quality control and the clients will be more exciting for their kitchen addition.

CHAPTER 1

INTRODUCTION

1.0 Introduction

Practical training is studying which takes place in a company or business that offering the student an opportunity to adapt what he/she has learned in practice and develop in professionally. Practical training also part of the student's studies and it must be well – planned and supervised. However, nowadays, in recruiting new employees, job market is must related to emphasizing on working experience in addition to the qualification. This require by working experience or industrial training become fundamental in higher learning institution (*Saat and Ahmad, 2009*). Industrial training is important to provide quality and professional workforce in the future especially in working situation (*Omar, Et Al, 2008*). Practical training had benefits which are help improving and enhance knowledge and skill set of students. Practical training also improving student's awareness of technology and get experience before they enter the career after study. It can make students be more confident and identifying their own proficiency. Training duration was almost 4 – 6 months, but in this course, it takes almost 4 months. However, 4 months is quite long that give a lot of knowledge in various things. In addition, these 4 months also make them having a higher level of confident in future career.

I do industrial training in field of building surveying which are position that I get in Tona Group Sdn. Bhd. as site supervisor. Site supervisor typically work on worksite in the building and construction industry. A site supervisor oversees and co-ordinates the daily operations of worksite to ensure the level compliance in health and safety guidelines and high level of performance on site. However, site supervisor must develop and implementing systems and procedures that enable trades people and employees to carry out their tasks in the most efficient way. Site supervisor must be monitor in many things including safety and health, materials, the quality control and others.

Faculty of Planning and Surveying, Universiti Teknologi Mara (UiTM) has listed that this subject of Industrial Training in the framework of its course which will provide pre-professional work experience to all students who take this course. The subject requires all of students to undergo training in selected organization/company either government or private in 4 months.

Supervision quality control is taking care of controlling the quality of application with practicing supervision across of entire lifecycle. Quality supervision also involve the stimulating the right people to perform the right activities with right information at right moment to achieve the good result. Quality control is the key of success in manufacturing. There are objectives of quality control which are enhance product quality and reduce risks, gain production efficiencies and gainer customer loyalty. These objectives are important in quality control that need to be care of to ensure that quality control in good condition. Supervision quality control is important things that need to note because to make sure that the projects will run smoothly and can be handle if any problems. Quality management is the establishment, maintenance and support of required level of product quality in its development, production and operation that carried out through systematic quality control and targeted impact on factors affecting quality. (Azariy Lapidus and Dmitry Topchiy, 2019) Supervision have benefits both for the maintenance and improvement of clinical skills for job satisfaction. It is because of potential complexity of objectives and roles in supervision relationship. (David J. Kavanagh, Susan H. Spence, Jill Wilson, Natasha Crow, 2009). So, supervision quality control is the most important in construction that all of people need to be care of to ensure that the project will be run and going smoothly without huge problems at site. This is site supervisor's responsible and duties, they are important person that compulsory in this scope of works.

1.1 Objectives of Industrial Training

The objectives of the industrial training are

1. To encourage personal career interest and high confident level in future
2. To provide pre-professional work experience with specific assignments and responsibilities
3. To help students improve their marketability after graduation

1.2 Methodology of Report

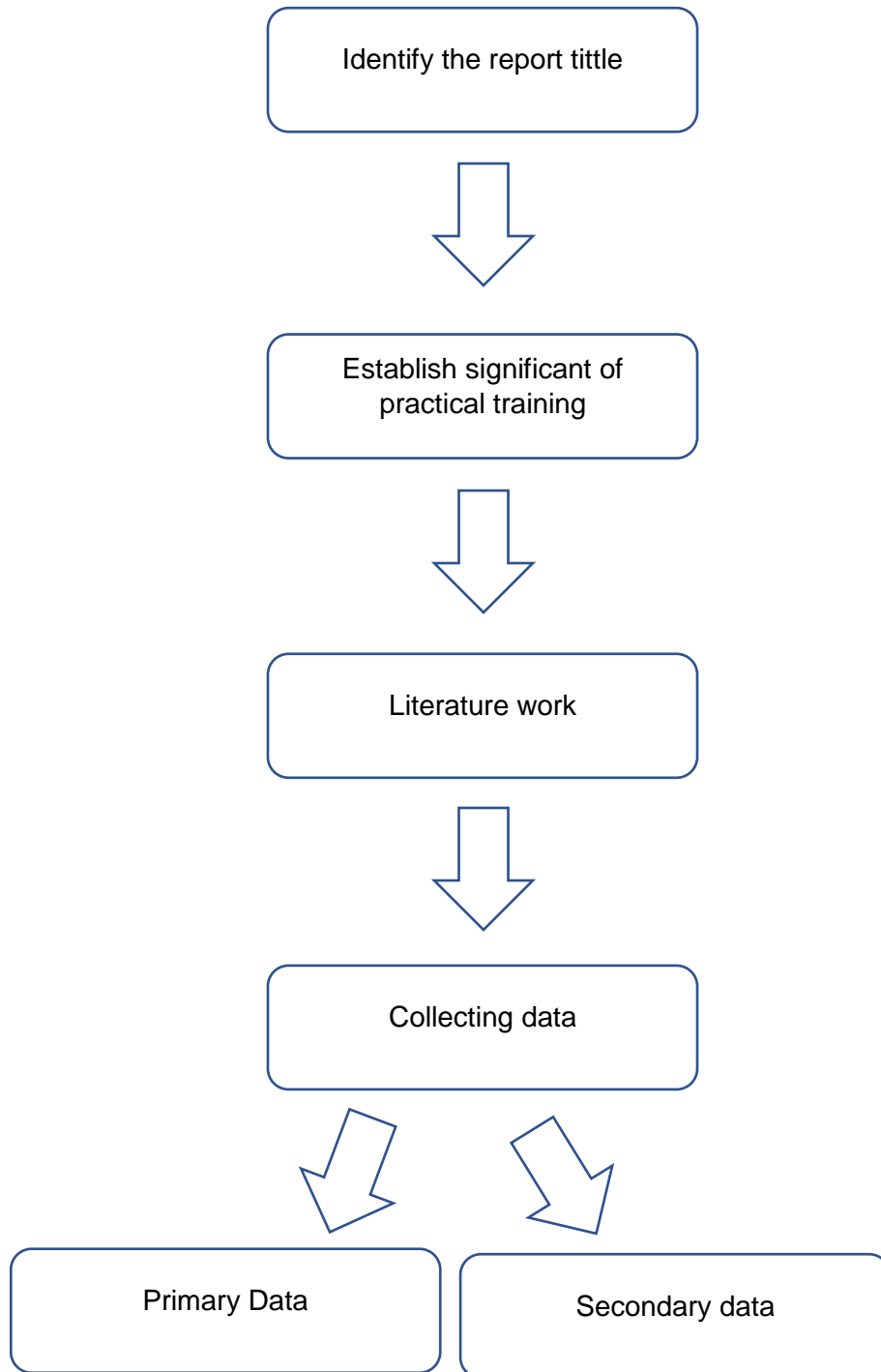


Chart 1: Methodology of Report

1.3 Company Background

Tona Group Sdn. Bhd



Figure 1: Office Tona Group Sdn. Bhd.

Tona Group Sdn. Bhd. is established on 2 January 2017, It has been already 5 years old. Tona Group Sdn. Bhd. was located at 305, Tingkat Atas, Jalan Jalai Jaya 1/6/1 Taman Jalai Jaya, 06200 Kepala Batas, Jitra, Kedah. Tona Group Sdn. Bhd was established itself as fully-fledged interior design architectural services, supply and installation, construction and customized furniture designing company. Tona Group Sdn. Bhd. creates spaces in different ways based on the demands of setting and preferences of clients. Tona Group Sdn. Bhd. using their own ideas, inspirational and transformational according to client requirements. Tona Group Sdn. Bhd. also shows their concept which are harmonious yet

practical, elegant and simplistic with an innovation deep-rooted in their design. However, projects meet with the highest level of attention and makeover to the finest detail, seamlessly blending every aspect of the client's ideology into the finest interior. Tona Group Sdn. Bhd. is committed to achieve the highest level of design with a "turn-key" approach through their services offered. Designers of Tona Group Sdn. Bhd. were able in handling projects that required full design consultation from preliminary design phase, detailing of drawings, construction document production, budgeting, city submittals, project coordination and expert in project management skills. Tona Group Sdn. Bhd. believed that design environment, compose on public spaces, architecture or interiors should be co-exist seamlessly. Furthermore, Tona Group Sdn. Bhd. have long term goal to become the regional premier professional interior design company. It is because industry is going dramatic change and greatest challenge today. It involved policy changes, globalized competition, electronic communication and electronic commerce and technology are reshaping the industry. All the competitive market, sectors and geographic regions. Changes pose strategic and operational issues that demand a proactive response.

1.3.1 Vision, Mission, Philosophy and Commitment

1.3.1.1 Vision

Consistent and excellent achievement in their operation. Creating an everybody-friendly business that preserves the well-being of the world and people, employment and nurturing of a home that's fill with passion, diversity and excellence.

1.3.1.2 Mission

An unique and improving the world one design at a time. They also ensure continuation of education of the latest market development and innovations in the interior design field. Tona Group Sdn. Bhd. also want to lead Malaysia's local design scene, as well as present ourselves as one of the best commercial Interior Design and Renovation Firms in Malaysia

1.3.1.3 Philosophy

To give the best services and experience to you. Tona Group will work closely with you to realize your dreams become reality, "DESIGN YOUR DREAM".

1.3.1.4 Commitment

Provide extraordinary assurance to the service which they give, two-way communication between clients. Explanation of the "pros and cons" of different selection and design options are discussed in detail. Inclusion and update client in every stage of the designing process and outclass client's for each project.

1.3.2 Objective of Company

To translate the client's ideas and professional holistic vision in a renovated space combining aesthetic, comfort and practicality.

1.3.3 Services of Company

There are services that Tona Group Sdn. Bhd. which are design consultation, design, build and renovation, furniture design, supply and installation, project management and other services under one roof of Tona Group Sdn. Bhd. Design consultation of Tona Group Sdn. Bhd. are including design concept, on-site consultation, project survey and analysis and finishes and furnishings. The service based on principles that from design framework which are detailed requirement study that client's needs and project requirement which followed by design consultation to custom fir each client's unique needs. Then, provision of through budgetary plan that bring an optimum design by following space planning, idea on established budgetary allocation and design concept. After that, team of trusted in house will careful that monitoring of projects from start until after the project completion to ensure that they will deliver work to the highest standards. Furthermore, design consultation approach to construction services remains consistent meet expectations of quality and safety, establish clear lines of communication, stay on schedule and control costs. However, this also include preparing and submit 2D and 3D drawing and visualization to the factory to carry out the manufacturing fabrication work process. Lastly, design consultation include installation at site and soft finishing work and project handover to clients.

Design, build and renovation are based on experienced and professional staffs that they follow step by step through design work to assure that they can show client in detail of works. Tona Group Sdn. Bhd. services in design, build and renovation are concept development, space planning, material selection, fixture selection, specification documents, scope of work documents, interior design

drawings (CAD), millwork drawings (CAD), lighting plans (CAD), construction drawings (CAD), landscaping, metal work, mechanical & electrical, construction, furniture selection, accessory selection, upholstery/fabrics selection, purchasing and trades consultation and coordination. All of these are to ensure that renovation or what they build is designed and planned are in properly that completely finished in good condition.

Furniture design is also Tona Group Sdn. Bhd. services that designing, manufacturing and installing custom woodworking and high – end furnishings for residential, commercial, hospitality, corporate and exhibition settings. Furniture design are related to capabilities likes specializing in highly custom projects, solid wood, glass, veneer and plastic laminate, solid surface, architectural metals, custom veneer lay-ups, CNC services & full color matching and delivery & installation services.

Tona Group Sdn. Bhd. also had service on supply and installation. Tona Group Sdn. Bhd. provides option of full ‘turn-key’ interior design and fit out the solutiob that covering all aspects of workspace refurbishment, relocation or new installation from initial concept creation and site survey through to handover of fully operational workspace. These services are including guidance for trends and styling them that advise clients the best option that match to their budget, help to purchase item for create an elegantly styled spaces and review change order requests if necessary but if it validity and pricing.

Lastly, Tona Group Sdn. Bhd. provide project management that coordinate all aspects of project from concept design to resolution stage. Project management also include customer service, full supervision on site, adherence to budget and schedules and regular exchange of information with the client. Tona Group Sdn. Bhd. will make sure every step of project is covered, make sure that clients, sub-contractors and all other parties that involved are well informed of detail in project. Management systems and processes are involved detailed project solutions, rigorous health & safety processes, construction documentation and cost planning. Tona Group Sdn. Bhd. also having others services which are supply and install

roller blinds, window shades, wallpapers, wall-murals, custom wallpaper design, wainscoting and mirror & glass and supply, sew and install curtains with drapes.

1.3.4 Company Operation Hour

SATURDAY	09.00 – 18.00
SUNDAY	09.00 – 18.00
MONDAY	09.00 – 18.00
TUESDAY	09.00 – 18.00
WEDNESDAY	09.00 – 18.00
THURSDAY	09.00 – 18.00
FRIDAY	CLOSED

Table 1: Company Operation Hour

1.4 Location Plan

1.4.1 Key Plan



Figure 2: Key Plan of Tona Group Sdn. Bhd.

Tona Group Sdn. Bhd. is located at Taman Jalai Jaya, Kepala Batas, Jitra, Kedah. Office of Tona Group Sdn. Bhd. are located first floor of the building near petrol pump which is shell.

1.5 Organization Chart of Tona Group Sdn. Bhd.

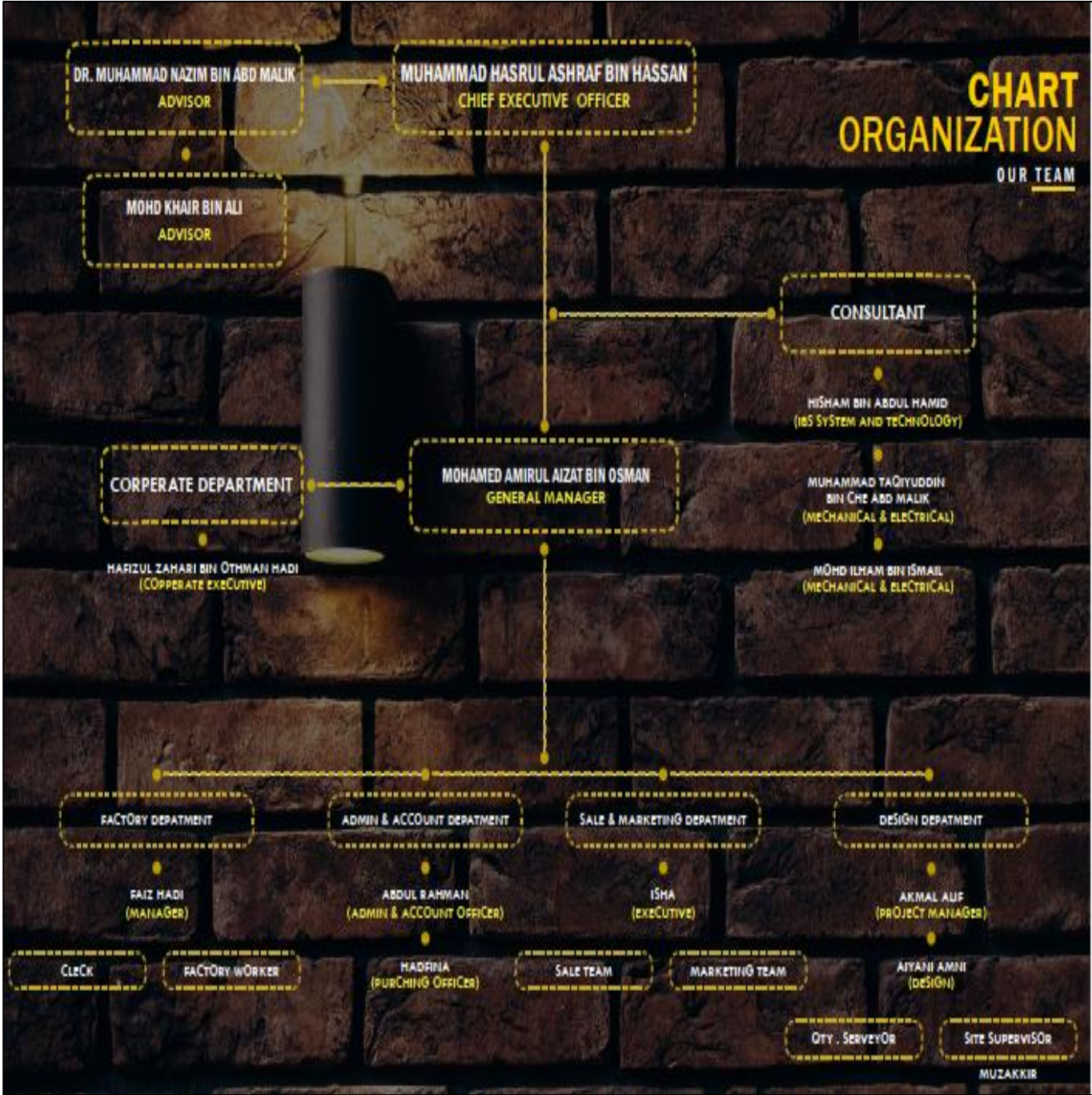


Figure 3: Organization Chart of Tona Group Sdn. Bhd.

Tona Group Sdn. Bhd. advisor is Dr. Muhammad Nazim bin Abd Malek, a person who collaborate with Chief Executive Office (CEO), Muhammad Hasrul Ashraf bin Hassan. Based on figure 3, it shows the scope of work of Tona Group Sdn. Bhd. personnel. CEO of Tona Group Sdn. Bhd. had many experiences at some of places likes manager at Torm Design, Designer at FA Interior Renovation and Irdeco Sdn. Bhd., piling site clerk at Paza Runding Engineering, Drafman at Cent Design Architect and #D visualizer at Zaidi Zakaria Arkitek. However, Tona Group have many staff that having experience and graduate from university in their scope of works.

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

Supervision quality control is taking care of controlling the quality of application with practicing supervision across of entire lifecycle. Quality supervision also involve the stimulating the right people to perform the right activities with right information at right moment to achieve the good result. Quality control is the key of success in manufacturing. There are objectives of quality control which are enhance product quality and reduce risks, gain production efficiencies and gainer customer loyalty. These objectives are important in quality control that need to be care of to ensure that quality control in good condition. Supervision quality control is important things that need to noted because to make sure that the projects will run smoothly and can be handle if any problems. Quality management is the establishment, maintenance and support of required level of product quality in its development, production and operation that carried out through systematic quality control and targeted impact on factors affecting quality. (Azariy Lapidus and Dmitry Topchiy, 2019) Supervision have benefits both for the maintenance and improvement of clinical skills for job satisfaction. It is because of potential complexity of objectives and roles in supervision relationship. (David J. Kavanagh, Susan H. Spence, Jill Wilson, Natasha Crow, 2009). So, supervision quality control is the most important in construction that all of people need to be care of to ensure that the project will be run and going smoothly without huge problems at site. This is site supervisor's responsible and duties, they are important person that compulsory in this scope of works.

Quality control (QC) is process through which business that seeks to make sure that the product quality is maintained or improved. Quality control require the company to create an environment in management and employees strive for perfection. This will be done by training personnel, creating benchmarks for

product quality and testing the product to checking up for statistically significant variations. However, quality control is establishment of well define controls that help in standardize both production and reactions to quality issues. Limiting room for an error by specifying that production activities are completed by which personnel reduces the chance that employees will be involved in tasks for which they do not have adequate the training. Quality control creates safe measures that can be implemented to ensure the deficient and damaged products do not end up with customers. There are benefits of quality control are ensures the best services for customers, positive impact to the company and inspiring employees to create more high quality that leading to greater customer satisfaction and will spread to other people to get services from company and repeat services. For example, site supervisor should supervise all the works including the materials, procedure and finishing. It is because quality control is important from starting the project until finishing. It must be clear and make customer become satisfaction.

Quality control (QC) is process that entitles review the quality of all factors that involved in production. Quality control is part of quality management focused on fulfilling quality requirements (ISO 9000). Quality control defines as process through which business seeks to ensure that product quality is maintained and improved. Renovation is process of repairing and improving a building so that it is in good condition again.

As site supervisor, I need to know the schedule of project, materials to use, the quality control of a person or grouping, the step by step of projects from beginning to finishing and others. Site supervisor should update the progress either way follow the schedule or the projects run faster or slower. Site supervisor are responsible to oversees and monitors the inspection and testing of materials, parts and products to make sure the adherence to established quality standards. Site supervisor also need to be note about quality control at site to ensure that there are in good quality of projects. Quality control is inspection the quality incoming and outgoing materials or products for company as well as the production procedures. Quality control that site supervisor needed to be take care of including monitoring operations, maintaining records of testing, inspecting procedures,

creating report for quality manager and managing compliance. There are all of site supervisor's duties that help to make sure that the projects are running smoothly.

Supervision quality control of renovation house at Taman Tunku Sarina, Jitra, Kedah will conclude of this project, the process and problem identify also recommendation to be improve and conclusion for this report. For this topic, I will explain what I do in my practical training at Tona Group Sdn. Bhd. as site supervisor. These including activities that I do in 4 months of practical training there. Supervision quality control is most important things that are compulsory in every construction to ensure that there are right scope works with right procedure and right materials for the project. At this point, this study has looked at the quality control of projects to ensure it run smoothly.

CHAPTER 3

CASE STUDY

3.0 Introduction

Site supervisor in charge in planning, preparation and follow up everyday for progress. Site supervisor must be supervising for all works that involving craftsman for their works that must be follow the right steps. Site supervisor also have their own duties and responsibilities which are controls and follow up progress every day, planning, manage construction, coordinate craftsman and others. However, site supervisor are literally focus more on planning, preparing and follow up. Supervisor need to thinks what should be done, what's needed and others. After that, site supervisor must prepare the materials, tools and inspections. Lastly, as site supervisor need to follow up for solving the problem, practical task and hold up the production. Every day, site supervisor must do morning round, other round on site and personal planning time. Every day, site supervisor must have schedule to make easier to do works because already having the schedule that organize a whole day. (Edvin Alnervik, Mirza Jelacic, 2009)

3.1 History of No 1309, Taman Tunku Sarina 2, Bandar Darul Aman, Jitra, Kedah.

Taman Tunku Sarina, Jitra, Kedah is a huge residential area in Kubang Pasu because of 3 phase of Taman Tunku Sarina. This residential is a strategic location because it near to school, supermarket, clinic and most favorite people was waterpark that had been at this location. Pn. Rosmiza ' s house that located at No 1309, Taman Tunku Sarina 2, Bandar Darul Aman, Jitra, Kedah are near to supermarket, school and others facilities that make people easier.



Figure 5: No. 1309, Taman Tunku Sarina 2, Jitra, Kedah

Project of renovation house is located at No. 1309, Taman Tunku Sarina 2, Bandar Darul Aman, Jitra, Kedah. This owner is a pair of husband and wife, Pn. Rosmiza. This house is their asset that they do not stay there but always stay up every weekend. This project is second phase housing of Taman Tunku Sarina, Bandar Darul Aman, Jitra, Kedah. This project was close to various facilities such as school, clinic, supermarket and others. Taman Tunku Sarina have 2 phase which are Taman Tunku Sarina 1, 2 and 3. There are 21 phase of Taman Tunku Sarina, Jitra, Kedah which are Amiera, Tania, Adilla, Eriena, Sara, Myra, Sofea, Julia, Lyana, Lydia, Alyssa, Camelia, Karyna, Atira, Diana, Sephia, Alia, Tiara, Nadia, Amelia and Shop building. These phases involve Taman Tunku Sarina 1, 2 and 3. Taman Tunku Sarina is huge housing development that under Bina Darul Aman Berhad (BDB) Land that are contractor for this residential area. Bina Darul Aman Berhad (BDB) have their own contractor, for this Taman Tunku Sarina, Darul Realty is their contractor that involve in this residential area.



Figure 4: 21 Phase of Taman Tunku Sarina, Jitra, Kedah

3.2 Project Information

Pn. Rosmiza, owner of No. 1309 Taman Tunku Sarina, Bandar Darul Aman, Jitra, Kedah have meeting to CEO of Tona Group Sdn. Bhd. to add kitchen space behind their house. Pn. Rosmiza want to add kitchen space with table top and cabinet. However, CEO of Tona Group and Pn. Rosmiza had been discuss that addition kitchen space are including floor tiles, painting, window and door installing. It also including finishing and owner do not need to worry about cleaning after finish because Tona Group will provide that. This project was start on 24 October 2021. Addition kitchen for about 5283 metre. This project including for breaking existing walls and clearing old kitchen involving the old cabinet and table top. Old kitchen will be dining area. Materials that need to use already arrive at this site to start the project. The project finish on 21 December 2021. Then, owner of this site also want porch at outside of the kitchen with roof and floor. Tona Group already deal that what they need to do and already make floor plan, looping plan for electrical and other details. Election of tiles already choose before starting the project and floor tiles are choosing based on existing floor tiles and I already go to showroom and confirm for the color and pattern of the tiles. Furthermore, roof also buy based on existing roof which is mosaic pattern with maroon color and including the paint color of interior and exterior wall. All the important things all be done before and in the beginning of the project to ensure that there will no problem in the project.

3.3 Site Location

No. 1309, Taman Tunku Sarina 2, Bandar Darul Aman, Jitra, Kedah was located in district of Kubang Pasu.

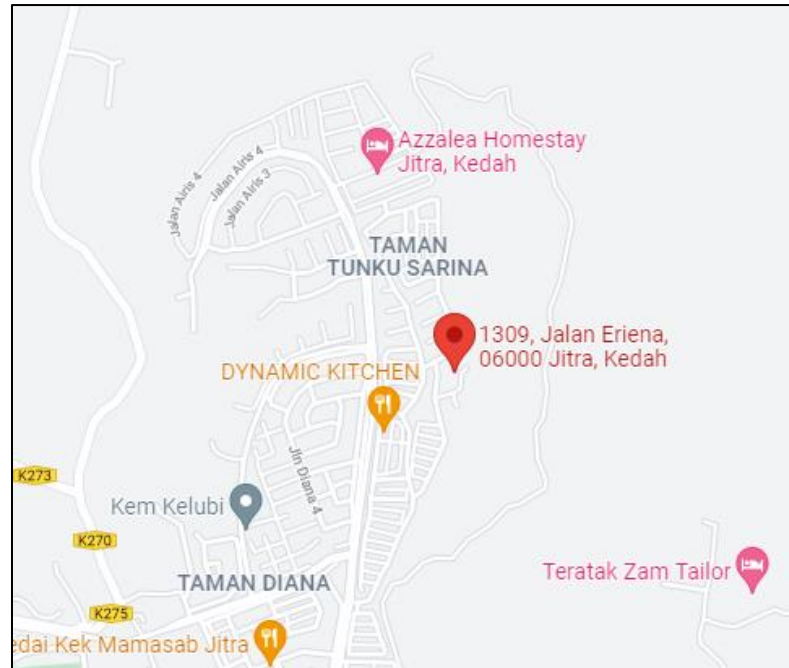


Figure 8: Key Plan of Taman Tunku Sarina 2, Jitra, Kedah



Figure 9: Front of No. 1309, Taman Tunku Sarina 2, Jitra, Kedah

3.4 Process of Renovation House

Process of renovation house starting with making a plan. Planning what do you want to renovate. Then, set a budget. Set your budget how much do you want to spend for you renovation house. It must consider an extra 10 to 20 percent costs that may arise. When you already clear about that, you can hire a contractor to renovate your house based on you plan, ideas and budget. However, you must take note that you also need permit to renovate your house. These must take note to starting renovate house. These is the beginning of the steps that you must be think before come out with your decision.

Settle all the above, it all become contractor's work from beginning until finishing. So, all in about contractor responsibilities until finishing the work. Based on my observation while practical training, craftsman will start to clearing the area that want to renovate. For this site, craftsman clear the backyard that want to renovate as a kitchen area. Clearing all the things and marking based on the plan which is how big the owner wants to renovate. After marking based on plan, craftsman should level the ground to ensure that the coming floor will not affect due to the ground are not right levelling. It including breaking the existing drain. Then, craftsman will move to another step until finishing.

Supervision of the process in renovation house, site supervisor is supervising the craftsman's work if they follow the standard of procedure or not. Site supervisor are compulsory to scold if they do not follow the standard of procedure based on the UBBL and other related law in the construction. However, site supervisor also seeing their technic that they use for their works running the project. Every craftsman had their own technic in their works. But, differences of technic are not the problems as long as

they still following standard of procedure. For example, part of tiling for table top. Sometimes craftsman 1 install tiles of table top in the table top first after rendering and arrange the tiles before put glues 1 day before install while craftsman 2 install tiles of table top at top of the table first and do not arrange first, they just put glues and installing immediately. Different technic has their own benefits but it must be in the right way of installing to make sure that there will not problem in future. Supervision of quality control also supervise the quality of product that will not be problems happen after finishing the project. For example, there will not facing for roof leaks after installing the flashing and silicon. However, there will not having problem for 5 years after renovation if craftsman using the right technic, follow the procedure and make a good works for good quality of project.



Figure 7: Levelling Ground

A SIMPLE STEP-BY-STEP PROCESS

to explain how the building process works and the next steps if you'd like to proceed to concept plans and an estimate.

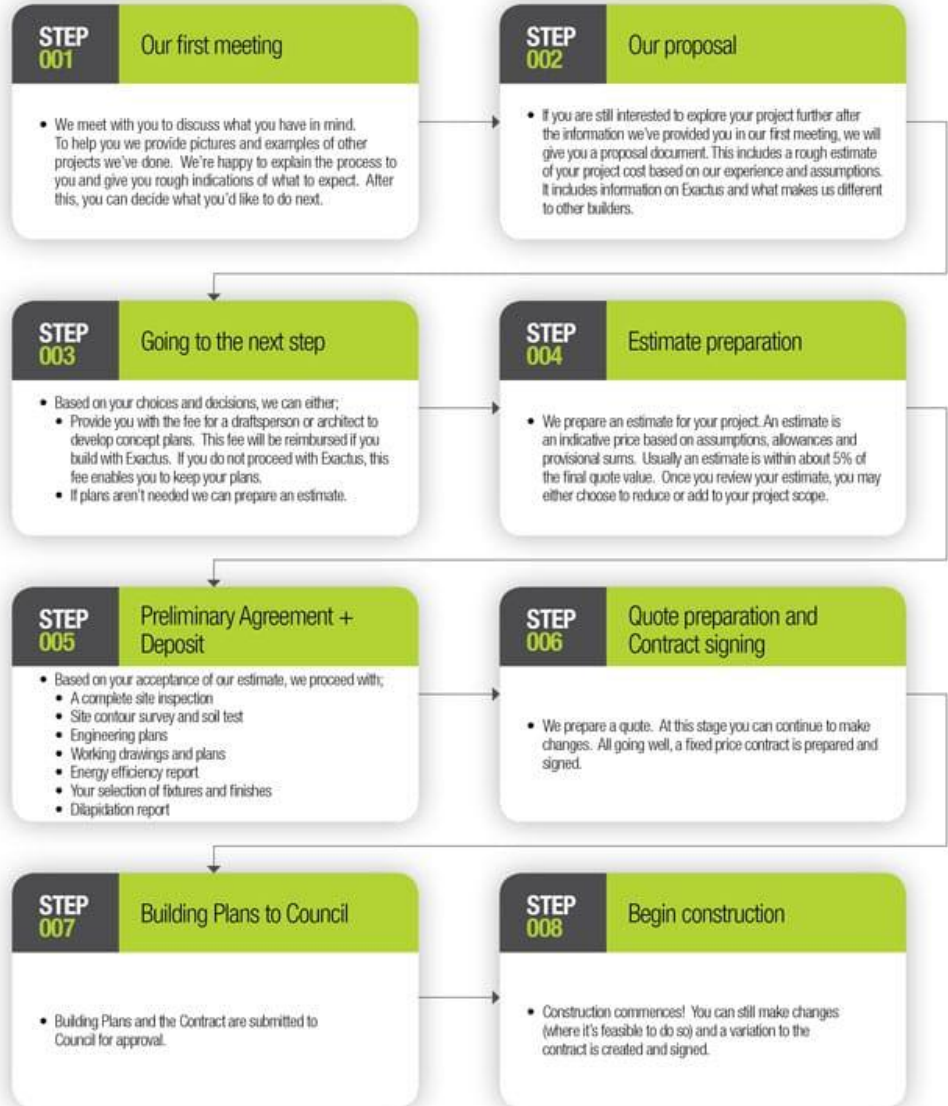


Chart 2: Step of Renovation House

3.4 Design of Renovation

For this site, Tona Group only prepare for floor plan because owner do not want plan for interior design.

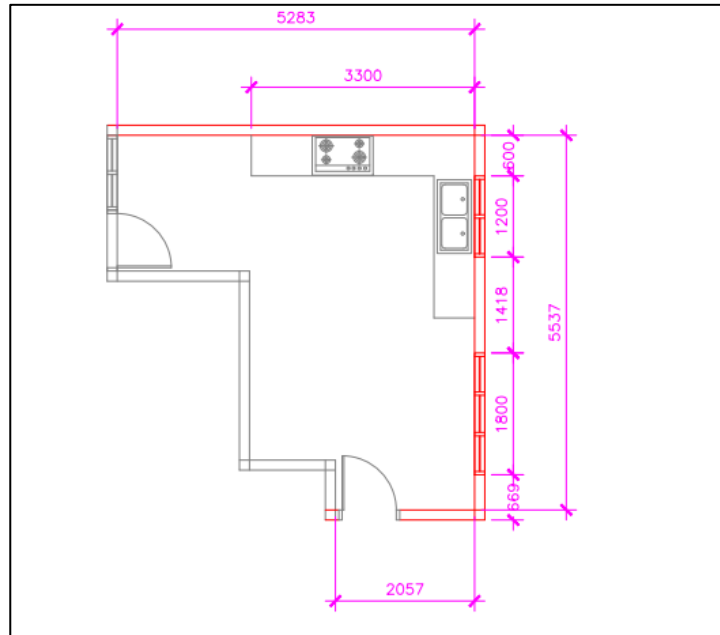


Figure 10: First Floor Plan of Kitchen Renovation

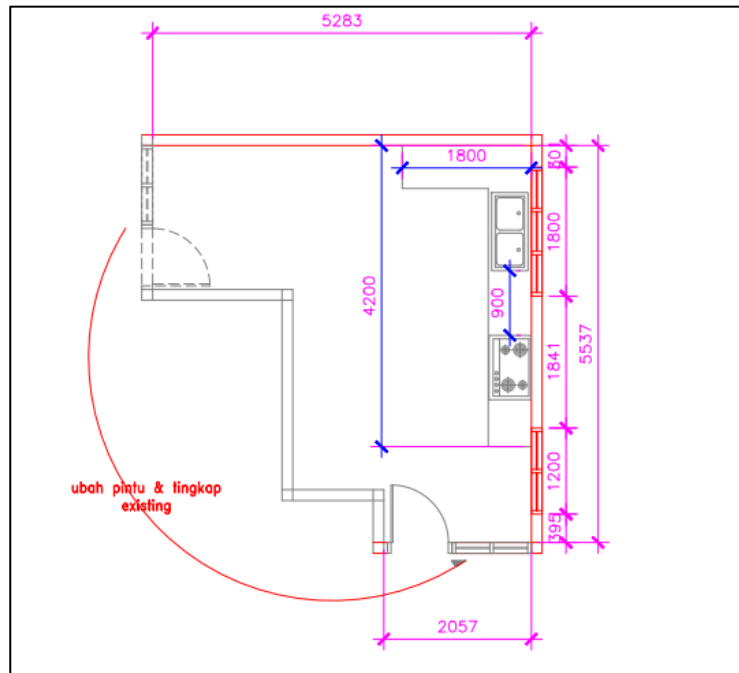


Figure 11: Latest Floor Plan

3.5 Quotation of Project

Quotation for this project are literally make after discussion with owner and the agreement will had signature after both of people who owner and CEO of Tona Group. This quotation involving all of the needed in the project and will start the project as soon as possible after both people agree.



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 06000, KEPALA BATAS KEDAH DARUL AMAN
 FACTORY: 1991, JALAN WANG TERUS, KAMPUNG PANCIUR, 06000
 Jitra, Kedah.

NO. SEBUKUTARGA : QT-01-18-000

TARIKH Dikeluarkan : 09/08/2021

KEPADA : Puan ROSMIZA
 NO 1309 (JERINA), TAMAN TUNKU SARINA 2, BANDAR DARULLAMAN, Jitra Kedah

NO	PERIHAL	HARGA UNIT	KUANTITI	JUMLAH
A.	<u>KERJA-KERJA RENOVASI DAPUR</u>			
1.	i. Asas tapak, struktur, bang, dan beam untuk kawasan extend ii. Kerja pembesian tapak iii. Tong sampah RORO iv. Dinding bata pasir dengan hiasan plaster v. Cat KCI Dulux untuk dalaman dan luar rumah vi. Tile lantai 10" x 10" (RM18.00) berserta ailing pada dapur vii. Pemasangan tingkap tiga daun viii. Pemasangan tingkap dua daun ix. Pemasangan pintu kedai ada x. Plaster ailing rata xi. Genting bumbung dengan salutan struktur bumbung xii. Menyediakan saliran air (gutter) pada bahagian luar xiii. Paip dan sistem kumbahan untuk main hole dan semua kerja paip xiv. Kerja electric: lampu downlight 7 unit, lampu TL 1 unit, lampu surface outdoor 1 unit, point lampu 9 unit, plug point 13A 5 unit, plug point 20A 1 unit untuk hood dapur.	RM 150	254 sqft	RM 38,100.00
2.	Membekal dan memasang bumbung genting berserta kerja saliran render lantai pada bahagian keel lima belahkang	RM 40	110 sqft	RM 4,400.00
3.	Membina base kabinet dapur dengan hiasan top tile 2' x 2' termasuk tile dinding dan pintu 3G dengan hiasan frame aluminium	RM 500	18 keil	RM 9,000.00
				RM 51,500.00
Bayaran pertama : 60% (Bayaran pendahuluan) Bayaran kedua : 30% (40% kerja dalam proses) Baki 10% : 10% (Pada hari penyerahan)				RM 30,900.00 RM 15,000.00 RM 5,600.00
Jumlah : RM 51,500.00 Diskaun : RM 1,500.00 Jumlah keseluruhan : RM 50,000.00				
: DENGAN INI SAYA BERSSETUJU DENGAN HARGA YANG DITURUNKAN				

AKAUN: MAYBANK BERHAD TONA GROUP SDN BHD 562772620075	DIBENARKAN OLEH : NUR HAFINA DATRIYAH	DITERIMA OLEH: _____
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Interior Design & Build | Metal | Furniture | Construction | Supply & Distribution

Figure 12: Quotation for Pn. Rosmiza, Taman Tunku Sarina 2, Jitra, Kedah

GENERAL TERMS AND CONDITIONS

Please read these Terms and Conditions carefully before engaging the services offered by Tona Group Sdn Bhd [Company No: 201701028903 (1243072-A)] ("**Tona**") or ("**We**", "**Us**", or "**Our**"), a company incorporated under the laws of Malaysia. These terms set forth the legally binding terms and conditions for your use of Our Services as may be provided by Us from time to time. Upon reading and understanding the terms and conditions contained herein, you shall indicate your acceptance of the terms and conditions by signing at the indicated portion below.

1. GENERAL TERMS

By signing this terms and conditions or upon the delivery of any service or work or building or design or consultation or construction or renovation or decoration or demolition or any other incidental matters by Us, you hereby agree to comply and abide by all the terms and conditions contained herein or any other attachments as may be provided by us from time to time including but not limited to any quotation or purchase order or verify order or invoice or tax invoice. We reserve the right to amend this terms and conditions at any time with or without prior notice to you. You shall not use any of our Services for any illegal or unauthorised purpose nor may you violate any laws by engaging with our Services. Any breach or violation of the terms and conditions by you herein will result in an immediate termination of our Services. We reserve the right to refuse to provide Services to anyone for any reason at any time. You shall not to reproduce or duplicate or copy or sell or resell or use or utilize or exploit any portion of our Services without any express written consent from Us.

2. ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION

We are not responsible if information conveyed to Us or made available to Us by you is not accurate, complete or current. You shall be responsible to update us on all information applicable for the Services. We reserve the right to modify any and all part of our content of Services, but we have no obligation to update you any information related to our Services.

3. MODIFICATIONS TO THE SERVICES AND PRICES

In the event where there should be any verify order due to your instruction, the price may change accordingly. Any price changes shall be mutually discussed and agreed mutually between you and Tona before commencement of any work.

4. SERVICES

Certain Services may be available exclusively to you and it may differ from our Services to Our other clients. We have made every effort to display as accurately as possible the Services to be provided to you. We reserve the right, but are not obligated, to limit the Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities Services that we offer. All descriptions of Services or Services pricing are subject to change at any time without notice, at the sole discretion of us. We reserve the right to discontinue any Services at any time. We do not warrant that the quality of any Services will meet your expectations, or that any errors or defects in the Service will be corrected.

5. DOCUMENTATION OF OUR SERVICES

Any form of documentation provided by Us must not be copied or made available to any third party or use for any other purpose other than the intended and agreed purpose as agreed between you and Tona.

Figure 13: Agreement between Tona Group and Pn. Rosmiza

6. DELIVERY OF SERVICES

We endeavour to adhere to stipulated delivery deadlines as agreed between you and Tona. However, due to the peculiar features of Our Services, delivery deadlines will not be binding unless expressly agreed otherwise. Our contractual obligations are subject to a case to case basis based on your request and additional charges may incur.

7. PAYMENT

You shall pay the price as provided in our quotation or purchase order or deliver order or verify order or invoice or tax invoice or any other documentation as may be provided by Us from time to time. We reserve the right to demand any and all part of the payment at any time.

Unless otherwise provided, you shall make payment of a minimum Ringgit Malaysia One Thousand (RM1,000.00) only as a commitment fees within seven (7) days from the date of the acceptance of the terms and conditions.

For any Services worth more than Ringgit Malaysia Seventy Thousand (RM70,000.00) a deposit amounting to thirty percent (30%) of the total price of the Services less the commitment fees, shall be paid by you within thirty (30) days from the date of the acceptance of the terms and conditions or any other period acceptable to Tona. Upon completion of approximately thirty percent (30%) of the total work progress of our Services, you shall pay thirty percent (30%) of the total price of the Services within seven (7) days from the date of such thirty percent (30%) of the total work progress of our Services or any other period acceptable to Tona. Upon completion of approximately sixty percent (60%) of the total work progress of our Services, you shall pay another thirty percent (30%) of the total price of the Services within seven (7) days from the date of such sixty percent (60%) of the total work progress of our Services or any other period acceptable to Tona. Upon completion work progress of our Services, you shall pay the remaining ten percent (10%) of the total price of the Services within seven (7) days from the date of such completion of Services.

For any Services worth less than Ringgit Malaysia Seventy Thousand (RM70,000.00) but more than Ringgit Malaysia Ten Thousand (RM10,000) a deposit amounting to sixty percent (60%) of the total price of the Services less the commitment fees, shall be paid by you within thirty (30) days from the date of the acceptance of the terms and conditions or any other period acceptable to Tona. Upon completion of approximately fifty percent (50%) of the total work progress of our Services, you shall pay another thirty percent (30%) of the total price of the Services within seven (7) days from the date of such fifty percent (50%) of the total work progress of our Services or any other period acceptable to Tona. Upon completion of work progress of our Services, you shall pay the remaining ten percent (10%) of the total price of the Services within seven (7) days from the date of such completion of Services.

For any Services worth less than Ringgit Malaysia Ten Thousand, a deposit amounting to 50% of the total price of the Services less the commitment fees, shall be paid by you within seven (7) days from the date of the acceptance of the terms and conditions or any other period acceptable to Tona. Upon completion of the total work (100%), the remaining shall be paid within seven (7) days from the date of such completion of Services.

Unless otherwise indicated, the percentage of any work progress of the Services shall be at our discretion but subject to your confirmation. All amounts due by you shall accrue interest from the date due until paid. The interest rate shall be based on all applicable laws.

8. INSPECTION

You shall have the right to inspect any delivery of our Services or work progress of the Services to conform to the applicable requirements. Any inspection by you shall be made at any reasonable time acceptable to Tona but it shall be before the completion of Our Services. You shall be entitled to conduct final inspection upon completion of Our Services. Such right shall be exercised within seven (7) days from the date of completion of Our Services.

Figure 14: Agreement between Tona Group and Pn. Rosmiza

9. WARRANTY

We warrant that the Services provided to you shall be free of any defect in equipment, material, or design furnished, or workmanship performed by Us or any subcontractor or supplier at any tier. This warranty shall continue for a period of one (1) year from the date of final acceptance of the work. We shall remedy at our own expense any failure to conform, or any defect. We shall restore any work damaged in fulfilling the terms and conditions of this clause. Our warranty with respect to work repaired or replaced will run for one (1) year from the date of repair or replacement. You shall notify Us, in writing or any other acceptable manner, within a reasonable time after the discovery of any failure, defect, or damage.

10. INDEMNITY AND LIMITATION OF LIABILITY

You agree to indemnify Tona and its representatives and employees against all costs, losses, damages, expenses and liabilities (including for loss of reputation and goodwill and professional advisors fees) and any claim arising from your own actions in any way in connection with the Services, or a breach of your obligations as set forth in these Terms and Conditions.

11. TERMINATION

In the event of termination of our Services by any reasons whatsoever, you shall make payment for the part of Services already delivered to you. Any commitment fees and deposit may be forfeited by Us.

12. SEVERABILITY

The invalidity, illegality, or unenforceability of the whole or part of these Terms and Conditions do not affect or impair the continuation in force of the remainder of the Terms and Conditions.

13. ENTIRE AGREEMENT

These Terms and Conditions represent the entire agreement between the parties relating to the Services (unless otherwise expressly confirmed in writing by Tona) and supersede all prior representations, agreements, negotiations or understandings (whether oral or in writing). Except as specifically set out herein, all conditions, warranties and representations expressed or implied by law are excluded. For the avoidance of doubt, no information of any nature about the Services or any of these Terms and Conditions should be relied upon unless confirmed in writing by Tona.

14. NO WAIVER

The failure to exercise or delay in exercising a right or remedy provided hereunder or by law does not constitute a waiver of the right or remedy or waiver of other rights or remedies.

15. GOVERNING LAW

These Terms and Conditions shall be governed by and interpreted in accordance with Malaysian law and the parties irrevocably submit to the exclusive jurisdiction of the Malaysian courts.

16. SPECIAL TERMS

These Terms and Conditions are not intended to nor shall create any rights, entitlements, claims or benefits enforceable by any person that is not a party to them. No person shall derive any benefit or have any right, entitlement or claim in relation to this Terms and Conditions.

Figure 15: Agreement between Tona Group and Pn. Rosmiza

17. CHANGES TO THE TERMS AND CONDITIONS

We reserve the right to update these Terms and Conditions at any time and any changes may be made without notice to you. We recommend you read this Terms and Conditions periodically. By continuing to engage Our Services after those revisions or changes become effective, you agree to be bound by the revised terms. If you do not agree to the new Terms and Conditions, please notify Us your disengagement.

All of our rights are reserved.

ACCEPTANCE OF TERMS AND CONDITIONS

I/We, _____ NRIC No, _____
_____ hereby accept to be abide by the
terms and conditions contained herein.

Name :
NRIC No :
Date :

Figure 16: Agreement between Tona Group and Pn. Rosmiza

3.6 Conclusion

According to case study, there are lots of knowledge that I learned from craftsman. Usually, I just learned in the class not reality. When I am having practical training, I can see and learn lots about construction from beginning until part finishing. I saw craftsman doing levelling ground, marking for renovation, making beam and column, concrete floor, binding bricks for wall, trusses and roof, piping system, electrical system and others. There are lots of steps and many types of process with differences craftsman. However, they having their own ways in construction that there are follow the right steps. Furthermore, they still finishing their renovation's work smoothly and all in complete neatly.

CHAPTER 4

PROBLEM IN SUPERVISION QUALITY CONTROL

4.0 Introduction

Supervision quality control have their own benefits but it also facing some problem that affect to quality control in project. Supervision quality control is most important thing that need to be take care of to ensure the project will run smoothly and finish on time. Even though, supervision of quality control the craftsman at site, there also having problem in every aspect that can cause problems in site. However, there are lot of problem in supervision of quality control.

4.1 Low Systematic of Project Schedule

In my observation in practical training, I saw that company have low systematic of project schedule. Every day must prepare schedule for daily progress and check-up, but in this company, there are rarely to get schedule for daily check-up from manager because as there are no site officer at this company. Then, their schedule not systematic. For example, they arrange ceiler and electrician in same day that are disturb each other. They must arrange electrician first to install the wiring for lamp, fan and other before arrange ceiler to coming for ceiling frame. It is because it made craftsman feel hard to do their own works. Low systematic of schedule arrangement will cause late progress because craftsman will delay on their works and site supervisor also do not know which one craftsman that enter for site. It causes site supervisor delay in their daily progress. So, this problem will make the project delay and owner will complaint for the delay of the project.

4.2 No Document after Payment to Craftsman

As site supervisor, I always listen about the payment that craftsman get do not having documents as evidence for their payment. This will be problem in future if anything happened. For example, if company already payment for their craftsman but do not have evidence, it will be problem to both parties. There must be evidence likes document of the payment. However, there must be another's way about this problem that can be better for company.

4.3 Low Quality of Management

A company must have a quality of management to ensure that there all the project running everyday follow the schedule. Management is the most important thing that are needed in every company that having a good arrangement in every aspect. Arrangement of every aspect must arrange properly with their right steps to be a good company and growing big of company. Properly arrangement is the way to having a best company among the company because there are lot company that do not having best arrangement in their company. There are many problems that are happen due to low quality of management in company. To run smoothly of the company, there must change their mind to keep fighting for their goals that all of the problem that happened mostly cause by bad of quality management in the company.

4.4 Hard to Control Craftsman

There are problems that causing by the craftsman. Company do not able to control their craftsman every day because of many excuses that they give every day. Craftsman should have an agreement with craftsman to make sure that there will no more excuse and follow the schedule that had been make for every project. Based on my observation, craftsman having two projects in a time from differences of company. They are brilliant to had more project. It happened because there no agreement that they need to be care, so, they do others job in same time of projects. Company should prepare agreement to deal with craftsman before starting the projects. This problem will affect the running of project mostly.

CHAPTER 5

CONCLUSION AND RECOMMENDATION

5.0 Conclusion and Recommendation

Conclusion

In conclusion, Tona Group have pros and cons to staff, craftsman and clients. Tona Group are trying to be the best company to growing their empire but they had low quality of management that affect their company. However, there are lot of knowledge as site supervisor in handling project. Site supervisor also in an important person in the company especially at site to facing the problem can immediately finishing the projects because of daily checking up. Then, Tona Group also provide supervision of quality in every project to make sure that the project will running smoothly and lack of problems. From there, there are important to supervise the progress of daily on site. However, this company also had their own benefit to staff, craftsman and clients. As site supervisor, there are many of duties and responsible in handling the project. So, Tona Group should change their attitude and managing the management properly to be a company of the world in future.

Recommendation

For recommendation for this company is preparing a systematic system of every aspect of the company. By preparing systematic system will make a company running smoothly and will having less of problem to handle. There also must having daily update progress for every project through the whatsapp group and need to had fast response for daily progress if anything to change or the information of the project. Keep updating and preparing the schedule for every project on what activity of the day for daily to make easier to site supervisor and craftsman follow for good quality of project and will not delay. Schedule also important thing in the site to make sure that the project will run smoothly and easier to craftsman to know their works that had been done and works that they do not make it. Tona Group must prepare the materials before starting the projects and if it not enough materials, fast of ordering and make sure that materials will be arrive on the time. Having a material first before craftsman finishing their works and make an excuse for late of arriving materials. Always manage your management with the best among the best of your services to staff, craftsman and clients. Having a good management will make company become growing and trusted company to clients and would be customer for future.

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Appendices



Company Profile of Tona Group Sdn. Bhd.



Renovation Works at Taman Tunku Sarina 2