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Tools to Benchmark the Quality Performance of a Building in Construction Project

Khairul Ammar bin Muhammad Ali and Amalina Amirah binti Abu Bakar

The Quality Assessment System in Construction Project is an impartial and objective method for measuring and evaluating the workmanship quality of construction works using applicable recognised criteria. It allows for the comparison of workmanship quality of construction projects, both relative and quantitative.

Quality is very important since it ensures the customer's or purchaser's happiness. The satisfaction includes the project's performance, appearance, and dependability at the reasonable price range. The defects happened because of insufficient or poor-quality management from the beginning to the completion phase of the project.

In Malaysia, two quality assessment tools are used: CONQUAS 21 and QCLASSIC. CONQUAS 21 was established in Singapore and used in Malaysia to assess quality performance in construction projects. CONQUAS 21 is a quality evaluation system that evaluates three building components: structural, architectural, and mechanical/electrical. The assessment for structural works will take place during the construction phase, however the assessment for architectural and M&E works will take place after the building is completed. CONQUAS 21 is frequently used in housing projects, factories, institutions, high-rises, and special structures such as airports and hospitals.



P62- Uneven paint surface on the wall



P63- Uneven paint surface on the wall



P64- Uneven paint surface on the wall



P66- Uneven paint surface on the wall



After several years, the Construction Industry Development Board (CIDB) implemented the Quality Assessment System in Construction (QCLASSIC) in 2006. QCLASSIC has incorporated the key assessment features from CONQUAS. As a result, both quality assessment systems are very similar. The QCLASSIC score is evaluated by 8 impartial assessors, which reflect the level of quality for the given project; the higher the score, the better the product quality. In conclusion, although it is not fully compulsory requirement for developers to use this quality assessment system, they might take the initiative to specify in the contract to ensure a quality output.