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**THE PROCESS OF QUALITY ASSURANCE AND QUALITY CONTROL
AT UNITED POINT RESIDENCE KEPONG, KUALA LUMPUR**

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ABSTRACT

Quality Assurance (QA) and Quality Control (QC) are essential especially in construction industry as it will make the building a successful by delivers products that meet or exceed customers' expectations. It also a forms of the basis of an efficient method that minimizes waste and operates at high levels of productivity. The objective of this study is to discover the process of Quality Assurance and Quality Control at the United Point Resident, Kepong. In the nutshell, this report also to compare about these two elements of quality management gives impact to the buildings and how far it fulfills the requirements in the guideline to make the construction industry sector better in the future

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CHAPTER 1.0

INTRODUCTION

1.1 Background of Study and Scope

In the construction industry, the essential aspect that must be considered as important is quality. Quality in construction is mainly about provide to the client a project or product that meets and exceeds their standards and specifications. It is also means to constructing the project according to the drawings and design details that meet the code and specification requirements. The quality is so important that specific management developed which is quality management. Quality management is important to ensure the user safety. It will also ensure that the buildings are safe for the people and properties. This management is necessary that without proper quality systems management, a project might not be follow according to plan which can require a lot of time and money in rework. The quality management are generally divided to two work scope which is quality assurance, or QA, and quality control, or QC, that are two fundamentally different processes with different goals and purposes.

Quality Assurance or QA is the planning and systemic activities implemented in a quality system that fit to the quality requirements. Quality assurance practices ensure that the result of a project or product is consistent with design and implementation designs that were made in the planning phase. It will not only help to avoid delays that will consume time and cost but also ensure that the methods followed to complete the projects are practical and safe. In other word, Quality assurance work scope is to monitors the process and ensures that it is being implemented to produce the desired results. For example, a quality assurance manager must to known all the requirements for the project. Quality assurance officers will also determine the requirements for supplies and material standards to pass an inspection as well as arrange all documentation and explain any confusing standards. This way production teams and quality control officers know what to look for and how to meet or surpass standards.