

**DEPARTMENT OF BUILDING SURVEYING
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**IMPLEMENTING ISO 9000 SERIES
IN MAINTENANCE ORGANIZATION**

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1.0 INTRODUCTION

1.1 BACKGROUND

The objective for any maintenance organization is to complete the job (maintenance work) in the shortest possible time, with the lowest cost and meet the expected standard. It cannot be deny that the maintenance organization will use their best endeavour to meet the first two objectives but let the objective to run its course. However, the three objectives are in effect complementary to one another. To achieve the first two objectives ideally the maintenance organization must implement a quality system that can effectively provide detailed procedures for the process.

Most of the problem and difficulties in the achievement of quality in the maintenance organization-can be attributed to the nature of the industry itself. The industries differ from the others. Most building failures are also believe to have resulted from the quality of the design and construction process.

It is normal practice in the local maintenance industry that maintenance organization depends on various trades or sub-contractors for the physical maintenance work. The maintenance organization often will merely act as a "coordinator" for the

maintenance work. This relationship being viewed as a stumbling block in the achievement of quality in the maintenance work.

Increasingly, there seem to be greater focus on the quality in the maintenance work. The number of maintenance organization that seeks affiliation with the ISO standard has been increasing since the last two years (Refer on SIRIM QAS Sdn Bhd Record). They believe that achieving third party certification will give them the necessary credibility, competitive advantage as well a corporate pride.