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**AN ANALYSIS OF NON COMPLIANCE REPORT BASED ON
QUALITY ASSESSMENT SYSTEM IN CONSTRUCTION, CASE
STUDY : PERAK DARUL RIDZUAN**

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MAC 15 – JULY 15

ABSTRACT

The construction industry often associated with quality issue in project management. Nowadays, the government was launch one of the program to improve the quality and worker products under Construction Industry Development Board (CIDB) in the effort in enhance the building quality. This research to identify implementation of quality assessment system (QLASSIC) will provide the effect to improve the quality and produce good product. The noncompliance report (NCR) will be issued if the quality assessment system (QLASSIC) does not comply the specification work in the recheck of working conducted until fulfill the specification working. Besides that, noncompliance report (NCR) will be issued in various category namely structure element, architectural element, mechanical and electrical and external work. This research involve data collection from the department of project team through questionnaires have been distribute to 53 respondent and 12 respondents for personal interview with the professional parties in construction industry in Perak. As a result, the decision was determine types of noncompliance of work based on the level whether major or minor defect that involved in noncompliance report (NCR) on building construction. In conclusion, quality performance was to improve the productivity of building based on compliance specification work from early stage until building finished and was be stand in long lifespan in future.

ACKNOWLEDGEMENT

First and foremost, researcher very thankful to Allah S.W.T for giving us the opportunity and better health to complete this academic project without any problem until the submission dates. This research is successfully completed with the assistance, guidance and support of our lecturer, Puan Zuraihana binti Ahmad Zawawi from the Building Survey Department of UiTM Perak. Researcher would like to take this opportunity that was carried out is to express our heartfelt gratitude to her for giving continuous support and guidance throughout the process of making until the completion of this study. It has been a great source of inspiration to me and it is indeed fortunate to be under her supervision and guidance.

Greatest thanks to the all respondents who have spent their precious time and give such cooperation to me. Without them, researcher cannot finish this study successfully on time. Their help and dedication will always be remembered by us. Researcher very thankful to those who have shown their full support of this research especially our beloved family members and friends for their moral support throughout the process. Not forgetting all the cooperation given to person involved are professional parties in Perak for completing this research until the end of this process.

Last but not least, researcher wishes to thank to professionals that have given their cooperation and support directly or indirectly to ensure a successful completion of this research.

Thank you.

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CHAPTER 1:

INTRODUCTION

1.1 STUDY BACKGROUND

The building industry is very familiar with the noncompliance issue that can affect the quality of product in the future. Nowadays, The Construction Industry Development Board (CIDB) was introduced the Quality Assessment System that also known as (QLASSIC) in Malaysia. It can be implemented in every types of construction regarding to the standard specification.

The evaluation of the building construction performance has been carried out by using quality assessment system (QLASSIC) as a technique and tools and equipment. The survey will be carried out to evaluate construction performance until the noncompliance report (NCR) issuance was issued. Any construction project will be facing problem or issue where most of the problems give an impact on long term. The quality assessment system (QLASSIC) is related to non-compliance report (NCR) in procedure to define a systematic approach for qualified personnel that involving. It is to ensure the quality assurance of the construction product is meet the standard or not. The noncompliance work will be commenced based on identifying document, evaluating, and requesting the contractor to rectify and closeout non-compliance notice based on quality assessment system (QLASSIC).