ABSTRACT

In today's ever-changing environment, our local Construction Industry cannot remain status quo. All the contributors to the industry have to constantly improve through continuous learning. Customers' expectations of the construction products are increasing each day, as they demand for higher quality at lower cost. In recent years, there is an increasing influx of Chinese Contractors who have successfully tendered for a number of projects through cost competitiveness. Thus, to meet these challenges, Contractors must improve on the quality of their works achieved through the application of an effective quality-benchmarking tool.

This research endeavours to establish the attributes of an effective quality-benchmarking tool. An in-depth study of the strengths and limitations of CONQUAS 21 is carried out so as to determine the possible areas of improvements that could be made to increase its level of effectiveness.

Based on the case studies and literature review conducted, it was concluded that CONQUAS 21 has been relatively successful in its efforts to increase the quality in the construction industry. However, the full potential of this system is impeded by the presence of certain weaknesses and the absence of certain necessary elements.

In view of this, recommendations have been made based on the findings to refine this system so as to enable it to attain a higher level of success in its role as a benchmarking tool to help the construction industry achieve continuous improvements.