ABSTRACT

Quality problems in D&B projects are notoriously ill-structured at three general phases of work, which are briefing, designing (scheme/detailed) and construction (& specifying and maintenance).

The key objective is to identify the significant causes of quality problem for D&B projects and examine whether contractors and consultants have tried to improve and prevent such problem using effective quality improvement methods. Two quality improvement frameworks are proposed to improve the quality for D&B projects.

Pilot survey, preliminary interviews, case study and questionnaire survey were conducted for this study. The main findings showed that there were various significant main causes and sub-causes of quality problems and improvement methods identified from Contracting and Consulting firms. These findings and the proposed frameworks may help participants doing D&B project to probe into any quality problem and identify the causes and discuss appropriate solutions so as to achieve client’s satisfaction for good quality work.

Keyword: Design & Build, Main causes and sub-causes of quality problems, Improvement methods, Contracting and consulting firms.