ABSTRACT

By December 2003, all contractors registered with the Building and Construction Authority (BCA) must be certified to ISO 9001:2000 if they wish to tender for public sector projects. But ISO 9001:2000 should not mark the end of the contractors’ quest to improve quality. Total Quality Management (TQM), though widely implemented in manufacturing and other industries, is rarely practised in the Singapore construction industry. There is a need to clarify that TQM is not merely a set of statistical tools and methods. It comprises a business strategy for harnessing the full capacity of the company’s resources in order to achieve world-class quality at minimum costs. This research studies the willingness of construction firms in Singapore to use ISO 9001:2000 as a stepping stone towards TQM. It is important for contractors to first understand the requirements of ISO 9001:2000 and the concept of TQM before a successful transition can be made and to ensure that they experience the true benefits of TQM.

Key Words: ISO 9001:2000
Total Quality Management
Contractors
Construction
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