SUMMARY

Maintenance has been regarded as the "back-door" activity which only commences when a building is completed. Usually, little attention is given to maintenance during the design and construction stages. Under these circumstances, maintenance problems may be severe and it is no doubt that maintenance cost for carrying out future repairs may be high. However, maintenance problems can be minimized through applying total quality control in the total building process: design, construction and hand-over (commissioning) stages.

The extent to which maintenance is considered at the initial design and construction stages is likely to depend upon whether or not the owner, or the person commissioning the building, will be the subsequent user. The Housing & Development Board (HDB), being a public housing authority of Singapore, functions as a housing developer, designer as well as maintenance manager who maintains the building. Thus, the HDB has every interest to minimize future maintenance cost when designing a building. This study examines how the Architectural Department of the HDB exercises Total Quality Control on the entire building process to achieve efficient building design with minimum maintenance. Some of the control standards/checklists are also included for references.