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Title: ISO 9000 - FOR SMALL CONSULTING FIRMS

ABSTRACT

QUOTE

"To take the construction industry's quality development to new levels and to inculcate a quality culture among larger companies, the public sector plans to make ISO 9000 a prerequisite for larger consulting companies working on Government projects valued above S$30 Million. This new requirement will be put into practice in five years."

By the Acting Minister for National Development  
At The CIDB Awards Night - June 03, 1994

With the rapid pace of economic development and building boom, the demand for high quality of service and experience in the Consulting Firms is evidently felt. More and more clients and developers are expecting a certain degree of quality and excellence to be performed by their consultants. Furthermore, with the shortage of qualified and experience personnel, the need to employ expatriate professionals can be seen where by some major projects are being awarded to foreign consultants, either Architects or Engineers. This exposes our local professionals to international standards of practice and management. Such demand for quality is further reinforced by the statement made by the Acting Minister for National Development at the CIDB Awards Night.

This study will firstly assess the relevance of quality management system in a consulting firm and will attempt to look into the factors affecting the adaptation of the ISO 9000 Standards of Certification. Since the Ministry of National Development has made the ISO 9000 certification a prerequisite for large consulting and construction companies working on Government projects valued above S$30 million, the studies will then attempt to establish whether ISO 9000 certification should be extended to small consulting firms since the nature of work will be similar to those done by the larger firms.