Abstract

ABSTRACT

This dissertation aims at an in-depth study and understanding of the applicability of Total Quality Management (TQM) principles and its implementation in the Singapore construction industry. This research begins by providing the general overview of the TQM principles. A questionnaire survey was conducted on CIDB G6 to G8 contracting organisations to assess the general awareness and practices of quality system in the construction industry. Personal interviews were conducted with selected respondents to obtain their views on effective TQM practices. Two case studies were carried out to illustrate the benefits attainable through effective TQM implementation in the construction processes.

The survey findings indicate that construction quality is well recognised and practised amongst the CIDB G6 to G8 contracting organisations, but the knowledge of TQM principles is generally lacking in the industry. The two case studies show that time and cost savings can be attained through effective TQM implementation in the construction processes.