SUMMARY

A worldwide trend towards more stringent customers' expectations with regard to quality has been evolving. Accompanying this trend has been a growing realisation that continual improvements in quality are often necessary to achieve and sustain good economic performance. Hence, a management system incorporating quality management is increasingly needed to enhance the long-term viability and survivability of an organisation in the midst of an ever-changing environment.

The approach to resolving quality issues of building products is necessarily a multi-faceted one. Traditional project procurement approach associated with the delineation between the design, construction and maintenance phases may often be translated to mean higher rate of wastage, appraisal costs, failure costs and a conflict of interest among members of the professional team. The absence of the integrating mechanisms together with the various sets of inhibiting legal regulations and contract forms abound to work against a unified project team approach so essential for its overall success in delivering buildings to meet requirements.

A holistic and structured integrated quality system needs to be developed and enhanced throughout the development and maintenance process to reduce or to eliminate unnecessary wastes, restoration costs and economic costs. Apart from examining the total Integration of Feedback Information System throughout the building project life-cycle, this dissertation further dwells on a recent important development which has a significant impact on raising the quality and productivity in construction activities. This is the Total Quality Management Approach towards efficient and effective project / property management.

The present study is especially essential to the project and property management of the telecommunications complex buildings, providing telecommunication services for both national and international customers. It is hoped that the conceptual justification coupled with empirical evidence of the study will facilitate the planners and decision makers with a powerful tool in the management of such essential premises.