SUMMARY

This study examines the use of quality management tools from the manufacturing sector like the Just-in-Time (JIT) and ISO 9000 quality systems in property maintenance management. The JIT management principles emphasise the reduction of waste and focus on continuous improvements in the operations, while the ISO 9000 quality systems emphasise the documentation of the work procedure to ensure consistent service delivery. A case study on the maintenance of industrial properties was used to highlight the application of both tools and the impact on the performance. With the rise in the building stock, there are many business opportunities open to property maintenance companies. In order for a company to be successful in getting these opportunities, it needs to develop quality systems to deliver quality service consistently as well as to ensure such performance.