



# Project Quality Management: Critical Success Factors for Buildings

*Sui Pheng Low, Joy Ong*

Download now

[Click here](#) if your download doesn't start automatically

# Project Quality Management: Critical Success Factors for Buildings

*Sui Pheng Low, Joy Ong*

## **Project Quality Management: Critical Success Factors for Buildings** Sui Pheng Low, Joy Ong

The book presents the development of the Construction Quality Assessment System (CONQUAS), Singapore's de facto quality performance measurement system, explains the application of the Quality Management System (QMS) to manage CONQUAS and identifies 33 critical success factors (CSFs) for achieving high CONQUAS scores. Through CONQUAS, the reader benefits from understanding how the Singapore government developed and implemented the first objective system for measuring what many building professionals have perceived to be elusive quality standards in the construction industry. The book presents both the theoretical concepts as well as the practical aspects to achieving strategic Project Quality Management that is anchored on the CSFs to building best practices. To realistically reflect the practical aspects and challenging issues faced by stakeholders in the construction industry, questionnaire surveys were conducted with building professionals to distinguish the importance level and extent of adoption of the 33 CSFs (identified from a comprehensive review of the extant literature) in influencing and affecting the achievement of high CONQUAS scores. These were further anchored by in-depth interviews with quality experts in the Singapore construction industry to provide a better understanding of issues relating to strategic Project Quality Management. Collectively, the empirical findings collated from the building professionals suggest that while the CSFs identified are known tenets of quality, these were still not being followed in their totality. A further case study was conducted through a formal set of in-depth interviews with the quality assurance team of a construction company who has direct involvement before, during and after their tremendous improvements in the CONQUAS scores attained. The strength of this book therefore represents a true account and reflections of real-life practices and experiences in the construction industry for contractors, quality managers and policy-makers to learn from. Although the context of this book relates to the Singapore experience, the lessons and recommendations are equally relevant and applicable to the global construction industry in both the developing and developed countries whose stakeholders (in both the public and private sectors) wish to understand how CONQUAS works, and how the CSFs identified can likewise be implemented for strategic Project Quality Management to building best practices. The book is therefore of interests to researchers, academia and practitioners in the construction industry as well as in other sectors of the economy (in Singapore and other countries) where learning points may be used for enhancing project quality management for buildings.

 [Download Project Quality Management: Critical Success Factors fo ...pdf](#)

 [Read Online Project Quality Management: Critical Success Factors ...pdf](#)

**Download and Read Free Online Project Quality Management: Critical Success Factors for Buildings**  
Sui Pheng Low, Joy Ong

---

## **Download and Read Free Online Project Quality Management: Critical Success Factors for Buildings Sui Pheng Low, Joy Ong**

---

### **From reader reviews:**

#### **Gonzalo Barnes:**

In this 21st one hundred year, people become competitive in most way. By being competitive now, people have do something to make these survives, being in the middle of typically the crowded place and notice by means of surrounding. One thing that occasionally many people have underestimated it for a while is reading. Sure, by reading a guide your ability to survive enhance then having chance to endure than other is high. For yourself who want to start reading some sort of book, we give you this kind of Project Quality Management: Critical Success Factors for Buildings book as starter and daily reading publication. Why, because this book is usually more than just a book.

#### **Gina Melton:**

Your reading sixth sense will not betray you actually, why because this Project Quality Management: Critical Success Factors for Buildings guide written by well-known writer we are excited for well how to make book that can be understand by anyone who also read the book. Written throughout good manner for you, still dripping wet every ideas and creating skill only for eliminate your personal hunger then you still hesitation Project Quality Management: Critical Success Factors for Buildings as good book but not only by the cover but also by the content. This is one guide that can break don't evaluate book by its handle, so do you still needing another sixth sense to pick this particular!?! Oh come on your reading through sixth sense already told you so why you have to listening to another sixth sense.

#### **Donna Vazquez:**

Beside that Project Quality Management: Critical Success Factors for Buildings in your phone, it can give you a way to get nearer to the new knowledge or info. The information and the knowledge you will got here is fresh from oven so don't become worry if you feel like an old people live in narrow small town. It is good thing to have Project Quality Management: Critical Success Factors for Buildings because this book offers for you readable information. Do you occasionally have book but you would not get what it's facts concerning. Oh come on, that would not happen if you have this in your hand. The Enjoyable option here cannot be questionable, similar to treasuring beautiful island. Techniques you still want to miss the item? Find this book and also read it from at this point!

#### **Brian Smith:**

As a university student exactly feel bored for you to reading. If their teacher requested them to go to the library in order to make summary for some reserve, they are complained. Just tiny students that has reading's heart and soul or real their hobby. They just do what the teacher want, like asked to the library. They go to there but nothing reading seriously. Any students feel that examining is not important, boring and can't see colorful photos on there. Yeah, it is to get complicated. Book is very important in your case. As we know that on this era, many ways to get whatever we really wish for. Likewise word says, many ways to reach

Chinese's country. Therefore , this Project Quality Management: Critical Success Factors for Buildings can make you sense more interested to read.

**Download and Read Online Project Quality Management: Critical Success Factors for Buildings Sui Pheng Low, Joy Ong  
#9H0SOUD1K4W**

## **Read Project Quality Management: Critical Success Factors for Buildings by Sui Pheng Low, Joy Ong for online ebook**

Project Quality Management: Critical Success Factors for Buildings by Sui Pheng Low, Joy Ong Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Project Quality Management: Critical Success Factors for Buildings by Sui Pheng Low, Joy Ong books to read online.

### **Online Project Quality Management: Critical Success Factors for Buildings by Sui Pheng Low, Joy Ong ebook PDF download**

#### **Project Quality Management: Critical Success Factors for Buildings by Sui Pheng Low, Joy Ong Doc**

**Project Quality Management: Critical Success Factors for Buildings by Sui Pheng Low, Joy Ong Mobipocket**

**Project Quality Management: Critical Success Factors for Buildings by Sui Pheng Low, Joy Ong EPub**

**Project Quality Management: Critical Success Factors for Buildings by Sui Pheng Low, Joy Ong Ebook online**

**Project Quality Management: Critical Success Factors for Buildings by Sui Pheng Low, Joy Ong Ebook PDF**