THE RATIONALE BEHIND CIDB'S MOVE TO ENFORCE THE INCLUSION OF MS ISO 9001 FOR GRADE G7 CONTRACTORS

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ABSTRACT

Needless to say, the introduction of the ISO 9001 into the Malaysian construction industry has also seen new and refreshing outlook taking shape making its recognition and importance more understood and acceptable. However, its introduction and implementation are not without hindrances. The Ministry of Works in collaboration with the Construction Industry Development Board (CIDB) is gradually and consistently addressing these issues. Accentuated by numerous complaints and dissatisfaction from all quarters among others have prompted the ministry to finally impose the implementation of ISO 9001 on all the Grade G7 contractors. Thus this thesis aims at evaluating the rationale behind the imposition of these standards from the viewpoint of CIDB and contractors including those who have yet to attain the certification. This is to ascertain that the government's urgent call for quality improvement and enhancement is timely and justified. This thesis also delves into the importance of recognition of having ISO to the contractors who need to showcase their high quality performance and end products. For these, a series of questionnaires is forwarded to 34 contractors in Johor to gauge in their perception and understanding of ISO. Their feedbacks are tabulated, analyzed and its finding and conclusion drawn concurrent with the outcome or insight gained via an interview session with a CIDB official plus from a host of other information pool. Finally, based on the findings, ISO-certified contractors are more aware of the benefits to be gained unlike the ones who have yet to be certified and it is a worthy investment for their organization. However all of them concur that the government's move to implement ISO certification on Grade G7 contractors are timely and justified. They further agree that the recognition of having ISO is paramount to their success and their very existence in this field.

ABSTRAK

Tidak dapat dinafikan, penerapan sistem piawaian ISO dalam industri pembinaan di Malaysia telah menampakkan satu anjakan positif dari segi pemikiran dan tindakan menjadikan kepentingan serta pengiktirafannya semakin difahami dan diyakini. Sungguh pun demikian pengenalan dan implementasinya mempunyai beberapa kekangan. Kementerian Kerja Raya bersama-sama dengan Lembaga Kemajuan Industri Pembinaan (CIDB) turut sama dalam membaiki kelemahan serta isu-isu yang timbul dari semasa ke semasa. Ditambah pula dengan pelbagai aduan berkaitan beberapa isu yang timbul akhir-akhir ini telah mendorong kepada penguatkuasaan sistem ISO 9001 terhadap semua kontraktor Gred G7. Sehubungan itu, tesis ini mengkaji dan merumus sebab-musabab implementasi ISO dari sudut pandangan CIDB dan kontraktor termasuk mereka yang masih belum mendapat akreditasi ISO. Ini adalah bagi memastikan bahawa tindakan kerajaan untuk meningkatkan kualiti kerja adalah selaras dengan kehendak semua serta tepat pada masanya. Seterusnya, tesis ini juga mengkaji kepentingan pengiktirafannya kepada kontraktor yang sudah semestinya perlu mempamirkan hasil kerja yang baik. Bagi mencapai objektif-objektif tersebut, satu borang kaji selidik telah diedarkan kepada 34 syarikat kontraktor di negeri Johor untuk mengetahui sejauh mana penerimaan dan pemahaman mereka tentang ISO. Hasil kajian yang diterima dikumpul dan dianalisa. Seterusnya rumusan dan kesimpulan dibuat berlandaskan analisa kajian dan hasil temuramah dengan pihak CIDB serta maklumat lain yang berkaitan. Kesimpulannya, kontraktor yang mempunyai ISO mempunyai tahap kesedaran yang lebih tinggi terhadap faedah jangka panjang ISO dan ia sememangnya pelaburan yang menguntungkan syarikat. Walau bagaimanapun, mereka sepakat menyatakan tindakan kerajaan adalah selaras dan tepat pada masanya. Mereka juga bersetuju bahawa pengiktirafan ISO boleh memacu kepada kewujudan dan kejayaan mereka pada masa hadapan.