

QLASSIC: The Way

The Quality Assessment System for Building Construction Works (QLASSIC) is an assessment system that measures and evaluates the workmanship quality of a building construction work based on Construction Industry Standard (CIS 7:2014). It enables the quality of workmanship

between construction projects to be objectively compared through a scoring system. This assessment method was developed by the Construction Industry Board Development (CIDB) with various industry players and stakeholders in 2006.

The assessment is based on a scoring system and it is carried out only once by qualified persons. There are various elements in the building construction work that will be inspected or tested. Specific and specialized tools are used to identify the quality of workmanship, from paintwork to joints of tiles to the roofs and many more. The assessment will not be carried out again after the rectification works is done by the developer after undergoing the first assessment.

Currently, the QLASSIC assessment system is not compulsory for developers. However, plans are underway to make it mandatory in the Construction Industry Transformation Programme (CITP) in the next few years.

Objective and Scope

QLASSIC was designed and developed to enable the users to achieve the following objectives:

- To benchmark the quality of workmanship of the construction industry.
- To establish a standard quality assessment system on quality of workmanship on construction work.
- To assess the quality of workmanship of a construction project based on the relevant approved standard.
- To be used as a criterion to evaluate the performance of contractors based on quality of workmanship.

The four categories of buildings assessed using QLASSIC are as follows:

Category	Description
Category A (Landed housing)	Detached, semi-detached, terrace and cluster houses
Category B (Stratified housing)	Flats, apartments, condominiums, service apartments, Small Office Home Office (SOHO) and town houses
Category C (Public/commercial/industrial buildings without centralised cooling system)	Office buildings, schools, factories, warehouses, workshops, hangers, Small Office Flexible Office (SOFO), Small Office Virtual Office (SOVO), religious buildings, stadiums, community halls, hospitals, airports, universities, colleges, police stations, etc
Category D (Public/commercial/industrial buildings with centralised cooling system)	

QLASSIC sets out the standards of workmanship quality for various construction elements and covers four main components namely structural works, architectural works, mechanical and engineering works as well as external works.

Structural Works	Architectural Works	Mechanical & Engineering (M&E) Works	External Works
Reinforced concrete structure (carried out during construction of the building project)	<ul style="list-style-type: none"> • Internal finishes – floor, internal wall, ceiling, door, window and fixtures • External finishes – roof, external wall, apron and perimeter drain and car park • Materials 	<ul style="list-style-type: none"> • Electrical works • Air-conditioning and mechanical ventilation (ACMV) • Plumbing and sanitary works • Basic M&E fittings • Fire protection 	<ul style="list-style-type: none"> • Link-ways/shelters • External drains • Roadwork and parking bays on the ground • Footpaths and turfing • Playground • Court • Fence and gate • Electric substation • Guard house • Bin centre • Swimming pool

Assessment on the workmanship is carried out based on these main components and marks are awarded if the workmanship complies with the standards. These marks are summed up to give a total quality score (%) for the building project.

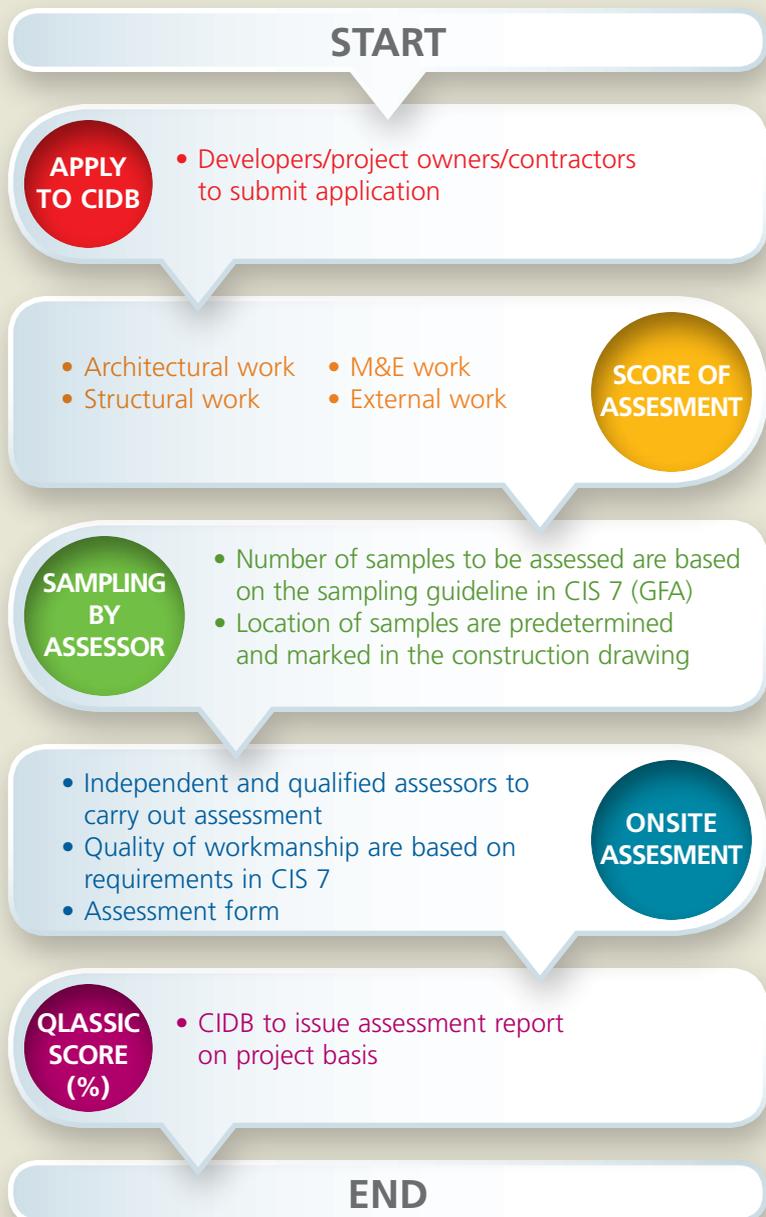
Allocation of weightage for components of building construction work according to building category

Component	Residential Building		Non Residential Building	
	Category A (Landed housing) (%)	Category B (Stratified housing) (%)	Category C (Public/ Commercial/ Industrial building) (%)	Category D (Public/ Commercial/ Industrial building) (%)
Structural works	15	20	20	20
Architectural works	70	60	55	50
M&E works	5	10	15	20
External works	10	10	10	10
Total score	100	100	100	100

Forward in the Construction Industry

Assessment Process

The QLASSIC assessment will be conducted after completion of building construction works and before handing over of the completed project. The whole process is as shown:



Prior to carrying out the assessment, construction elements that need to be assessed are determined through a sampling and statistical approach. These samples are distributed evenly throughout the project. Assessment samples are then selected from drawings and plans of the relevant construction project. All locations in the construction project shall be made available for the assessment. This is to ensure that the selected samples adequately represent the entire construction project.

The QLASSIC assessment on a construction project shall be carried out by competent assessors appointed by CIDB. As assessors will have to pass and fulfill the requirements set by CIDB, only assessors who have passed the training will be registered by CIDB as qualified QLASSIC assessors.

Why incorporate QLASSIC into building construction projects?

Today's learned property buyers do not look at only quality workmanship but project that is aesthetically appealing as well. While many developers would want to deliver exceptional quality to the end users, contractors who carry out the construction works are sometimes not able to meet certain quality standards.

Ensuring quality workmanship is of utmost important to developers as this will minimise the need for rectification works which can be expensive and tedious. As such, it is vital for developers to look into the quality of workmanship at the very beginning of its project and QLASSIC provides just the right mechanism to quantify or measure it.

QLASSIC also affords other benefits when put into practised, as listed below:

- Motto** – “Doing things right the first time and every time” is a motto that encourages developers and contractors to carry out the works right from the beginning. The result? Less money spent on rectification and correction works.
- Yardstick** – The QLASSIC enables developers to measure their performance. For instance, in an earlier project, Developer A scored poorly, which was 58%. After being equipped with the right knowledge and gain better understanding on QLASSIC, the developer scored 65% in the subsequent project and improved further to 76% in another development. This demonstrates continuous improvements with subsequent projects as the developer strives to create a better product with good quality workmanship.
- High regard** – The QLASSIC measurement defines the intention and the seriousness of being a good developer as it requires the investment of time and skill to score high. It also demonstrates a developer's intention to be responsible and the desire to deliver high quality workmanship.
- Credible** – When shared openly with the public, the scoring measurement affords developers and contractors credibility and trust in the eyes of the public.
- Reputable contractors** – The QLASSIC measurement is a reliable tool to be used in determining and awarding contracts to contractors. There are instances where developers would stipulate in their contracts the score that must be achieved (usually 70% and above) as a way to gauge their workmanship and be awarded future contracts.
- Marketing tool** – A high QLASSIC score enables developers to use it as part of its advertising and promotion tool especially in their new projects. It also creates more awareness to the public on the significance of high QLASSIC scores, gaining the potential buyers' trust and confidence.
- QLASSIC Excellence Awards** – A strong partnership between developers and their contractors to work together to ensure quality workmanship is acknowledged and honoured on QLASSIC Day.

QLASSIC is very affordable and costs only RM500 per project, regardless of the project size. It is a one-time cost and the assessment cannot be repeated under any circumstances. Developers would have the opportunity to measure and identify the standards of quality workmanship in their project and work towards improving it in their subsequent projects.