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02

**QUALITY MANAGEMENT
IN
STATE SECTOR BUILDING PROJECTS**

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**Moratuwa
Sri Lanka**

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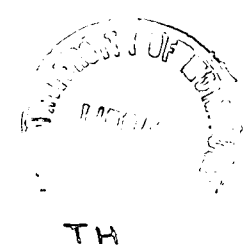


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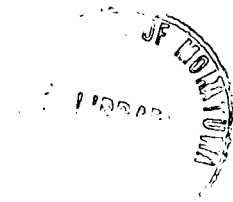


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ABSTRACT

This study is an investigation of the problems of quality and their prevention in building projects with particular reference to the state sector. The study identifies quality problems associated with state sector building projects. It then analyses the reasons for these quality problems and proposes possible solutions based firstly on theory and then on empirical data collected from a questionnaire survey and three case studies. Five hypotheses on quality problems are formulated and tested using this data.

The approach of the study is to describe how the fundamental philosophy of quality and quality management relate to a building project throughout its life cycle. An idealised conceptual framework that achieves quality is mapped to existing building process showing where change is required.

The emphasis of the research is on the two main stages of a building project namely the preconstruction and construction stages, as it is in these two particular stages of a building project, clients' needs and expectations have to be determined, interpreted for construction and finally constructed.

It is hoped that the study will be particularly useful to clients, consultants and contractors as a guide in the area of achieving quality, as it sets down principles for the application of quality principles in a building project.