

QLASSIC Defect Identification Awareness

Mastering CIDB CIS 7:2021 Standards for the Malaysian Construction
Industry

Training Modules Overview

- 01. Introduction to QLASSIC & CIS 7:2021 Evolution
- 02. Scoring Methodology & Impact on Quality Benchmarking
- 03. Common Architectural and Finishing Defects
- 04. Visual Identification Techniques & Site Inspection Tips
- 05. Best Practices for 80%+ QLASSIC Performance

Introduction to QCLASSIC Standards

The Quality Assessment System in Construction (QCLASSIC) developed by CIDB Malaysia to benchmark architectural workmanship.

Defining the QCLASSIC Standard

QCLASSIC is an independent assessment tool based on Construction Industry Standard (CIS 7:2021). It measures the quality of workmanship through a system of objective sampling and inspection. By adopting QCLASSIC, Malaysian contractors align with national benchmarks that reward consistency, precision, and adherence to finishing specifications.



Strategic Industry Advantages

Market Competitiveness

High scores serve as a hallmark of quality for developers like Mah Sing and IJM Land, enhancing brand reputation and buyer trust.

Cost Efficiency

Defect identification at early stages reduces long-term maintenance costs and minimizes costly rectification works post-handover.

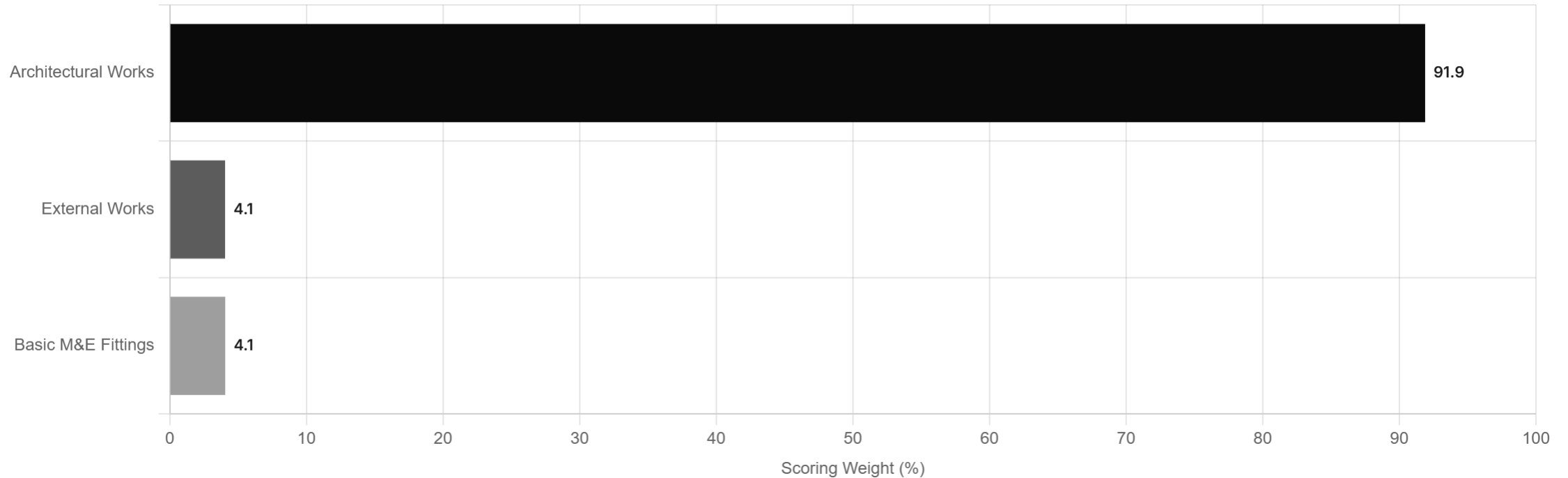
→ NATIONAL AVERAGE
72% SCORE

→ RECORD PERFORMANCE
89% (MCC MALAYSIA)

Scoring Methodology & Impact

Analyzing CIS 7:2021 weightage and how sampling errors directly erode the final quality certificate score.

CIS 7:2021 Assessment Weightage



Source: CIDB CIS 7:2021 Update. Structural and core M&E components are no longer included in the scoring.

How Defects Impact the Score

Objective Sampling

Inspections are based on a random percentage of rooms and components. A single failed sample in a key area can significantly drop the overall architectural percentage.

Penalty Weighting

Defects are not weighted equally. Architectural finishing—floors, walls, and ceilings—carries the heaviest penalty if specifications are not met precisely.

Common Architectural and Finishing Defects

A detailed classification of surface defects in internal walls, floors, and ceilings according to CIS 7:2021 criteria.

Internal Wall and Floor Workmanship

Internal Wall Defects

Common visual non-compliance includes paintwork blistering, visible brush marks, uneven surface texture, and hairline cracks in plastering.

Internal Floor Defects

Primary areas of failure include tile hollowness (detected via tapping), lippage between adjacent tiles, uneven grout joints, and surface stains.

Ceiling and Fixture Quality

Ceilings must show no signs of water leakage, peeling, or unevenness. Internal fixtures—including wardrobes, kitchen cabinets, and M&E fittings—must be aligned, functional, and free from installation damage or excessive gaps.



Visual Identification Techniques & Site Tips

Standardizing the inspection distance and tools used for objective
workmanship measurement.

Standardized Visual Assessment

Assessments should be conducted from a distance of 1.5 meters under normal lighting conditions. Avoid using high-intensity localized spotlights which may exaggerate minor surface textures not considered defects under CIS 7:2021 guidelines.



Essential Inspection Toolkit

Tapping Rod: Used systematically on floor and wall tiles to identify hollow sounds indicating poor adhesive bonding.

Straight Edge & Feeler Gauge: Applied to verify wall and floor flatness (maximum allowable deviation per CIS 7:2021).

2-Meter Rule: The standard length for checking alignment and verticality of corners and frames.

Best Practices for High QLASSIC Performance

Implementing prevention-first workflows and continuous site-supervision to maintain scores above the 80% benchmark.

Strategies for Preventing Defects

Workforce Training

Address the lack of CIS 7 understanding among workers by conducting pre-task briefings.

Educated site teams are the first line of defense against finishing defects.

ISO 9001 Integration

Link QLASSIC scoring to a holistic Quality Management System. Documenting internal pre-inspections ensures that defects are rectified before the formal CIDB audit.

Awareness as a Quality Driver

Defect awareness is more than inspection preparation; it is a cultural shift. By training site supervisors to see defects through the lens of CIS 7:2021, firms achieve 'Right First Time' construction. This eliminates the rework loop that consumes project margins and delays vacant possession in the Malaysian market.



Targeting Excellence in 2026

80%+

Benchmark for Quality
Excellence

72%

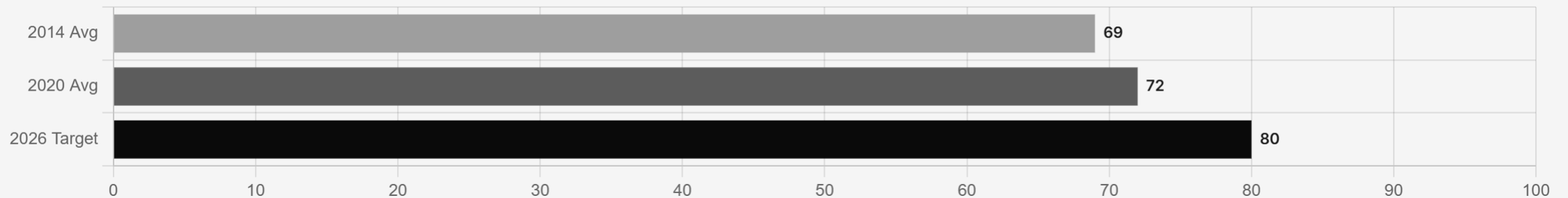
Current National Average Score

15%

Avg Reduction in Rework Costs

89%

Historical Peak (MCC Malaysia)



FINAL SUMMARY

Construction quality is the signature of a professional master builder.

By adhering to CIS 7:2021 standards and fostering defect awareness on-site, the Malaysian construction industry can achieve world-class results that stand the test of time.

Questions & Discussions

CIS 7:2021 certification enquiries are handled through CIDB Malaysia.