

QLASSIC – DO IT RIGHT FIRST TIME

Quality Assessment System in Construction Training · CIDB

Malaysia Standards

Master Our Learning Objectives

- Understand the national purpose and history of QLASSIC in Malaysia
- Master the CIS 7:2021 scoring methodology and workmanship weightage
- Navigate the site inspection procedures and CIDB assessment process
- Identify common structural and architectural defects for early prevention
- Implement a 'First-Time-Right' culture to eliminate rework and waste

Purpose and Background of QLASSIC

The Quality Assessment System in Construction (QLASSIC) is Malaysia's national benchmark developed by CIDB. It standardizes quality measurement across all building projects using the CIS 7:2021 standard, ensuring that construction quality is measurable and transparent.



National Evolution: Introduced in 2006 to benchmark Malaysian construction against international standards.

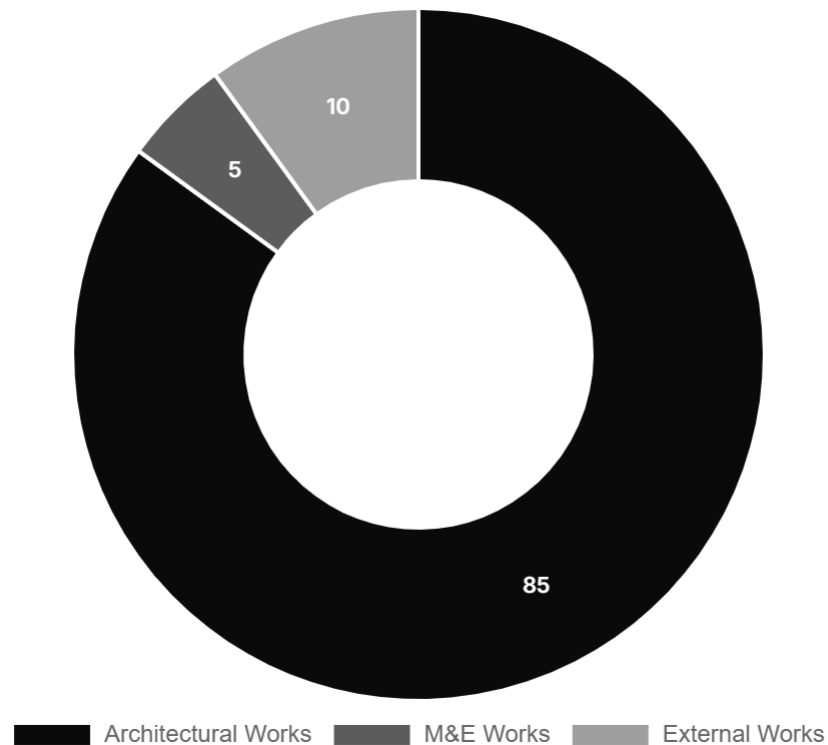
THE PHILOSOPHY

“Doing work correctly on the first attempt eliminates rework, reduces cost overruns, and secures project timelines.”

Prevention is always cheaper than rectification. In Malaysia, rework costs can reach 12.6% of the contract sum if not managed via a first-time-right culture.

QLASSIC Scoring Methodology

Figure 1: Workmanship Quality Weightage (Category A: Residential)



70% Weightage

Workmanship quality assessed on-site.

30% Weightage

Quality management and documentation.

On-Site Inspection Procedures

Assessments are conducted by CIDB-accredited assessors using standardized checklists based on CIS 7:2021. The process involves meticulous sampling to ensure the entire project's quality is represented.

1. SAMPLING

Selection of units based on project size.

2. INSPECTION

Visual and tool-aided quality checks.

3. VERIFICATION

Accredited assessors confirm compliance.

4. REPORTING

Final results compiled within 6 weeks.

Key Inspection Categories

Structural Works

Concrete, steel, and formwork integrity.
Visual assessment for cracks and alignment.

Architectural Works

Finishes, tiling, plastering, doors, and windows. The highest weighted category.

M&E Works

Mechanical and electrical installations. Focus on safety and functional mounting.

External Works

Drainage, paving, and landscaping. Ensures holistic project site quality.

Rewards for Achieving High Quality

ENHANCED REPUTATION: Developers with high scores gain premium branding.

TENDER ADVANTAGE: High QCLASSIC scores increase competitive bidding power.

CIDB AWARDS: Eligibility for SHEQ Day awards and national quality recognition.

Consequences of Poor Quality

Rework is not just a correction; it is a drain on project profitability and brand integrity. In Malaysia, direct rework costs typically range from 3.1% to 6.0% of the total project value.

12.6%

Potential total cost (Direct + Indirect)

- Material wastage and labor overruns
- Schedule delays (typically 5.1% - 10.0%)
- Potential legal disputes and safety risks
- Long-term damage to developer reputation

Common Defects & Prevention

Defect Type	Prevention Measure
Concrete Cracks	Proper curing and control joint installation.
Uneven Tiling	Use of tile spacers and screed level checks.
Water Leaking	Ponding tests and quality waterproofing membrane.
Paint Peeling	Surface preparation and moisture content check.

Culture of First-Time-Right

- STANDARDIZED PROCEDURES

Implement documented work procedures (MOS) for every critical trade.

- STAGE-GATE INSPECTIONS

Mandatory quality sign-off at each stage before proceeding to next works.

- COMPETENCY DEVELOPMENT

Continuous training and CIDB Green Card certification for all on-site workers.

- REAL-TIME SUPERVISION

Active on-site monitoring using CIS 7 check-sheets to catch deviations early.

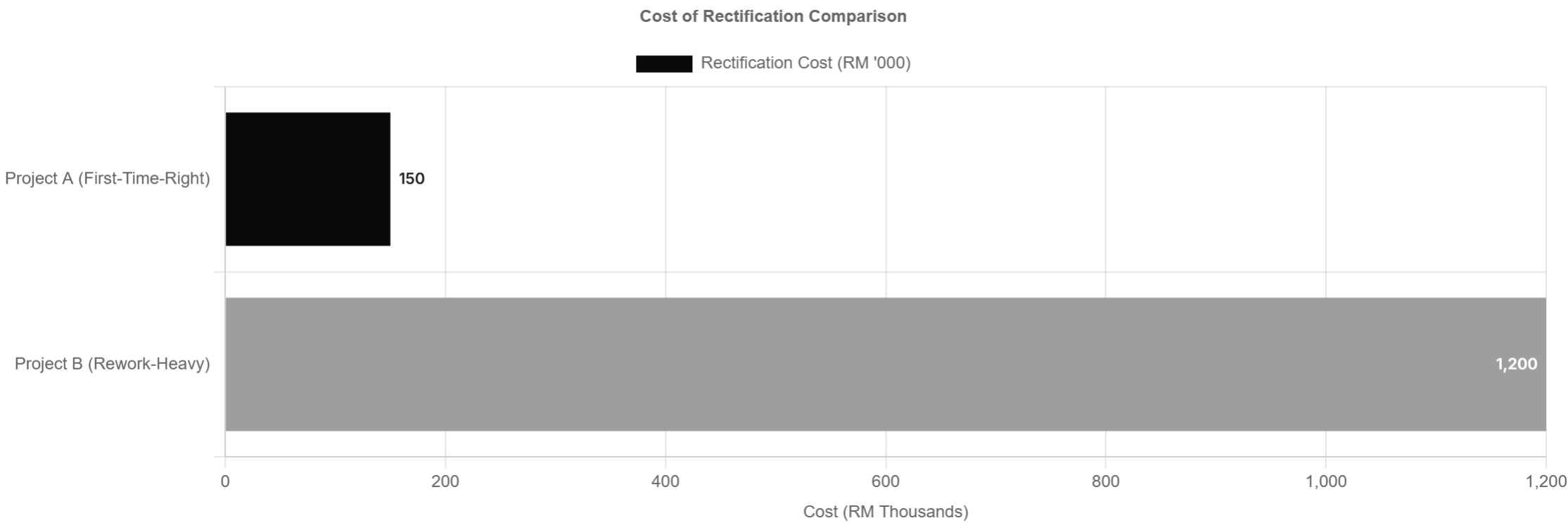
QLASSIC Scoring Bands

Score Range (%)	Quality Performance Level
91 – 100	Excellent – Best-in-class industry benchmark.
81 – 90	Very Good – High level of workmanship precision.
71 – 80	Good – Standard industry target for premium developers.
61 – 70	Average – Meets basic CIDB national requirements.
0 – 60	Fair/Poor – Requires significant rework and process audit.

Preparing for Assessment

1. SET TARGETS: Define QCLASSIC goals during the project planning phase.
2. SELF-INSPECTION: Internal QA/QC team to conduct weekly CIS 7 checks.
3. MOCK ASSESSMENT: Hire accredited assessors for a dry-run 3 months before VP.
4. RECTIFICATION: Fix all identified defects before the official site visit.
5. DOCUMENTATION: Ensure all checklists and test reports are ready for verification.

Case Study: Rework vs. First-Time-Right



Project A Score: 85% | Project B Score: 62%

Summary & Action Points

QUALITY MINDSET

Adopt the 'Do It Right First Time' philosophy as a core company value.

ACTION STEPS

- Invest in trade training
- Enforce stage-gate checks
- Set a target QCLASSIC score of 80+

COMMIT TO QUALITY EXCELLENCE

Make QCLASSIC mastery your company's standard. Start implementing quality checklists on every project tomorrow.