

MASTERING CLASSIC WORKMANSHIP

Identifying Common Failures and Prevention
Strategies for Site Teams

Understanding QLASSIC and CIDB Standards

QLASSIC (Quality Assessment System in Construction) is the benchmark for workmanship in Malaysia. As of 2026, it is mandatory for all new private and public housing projects under CIS 7:2021.



Scoring Weightage and Thresholds

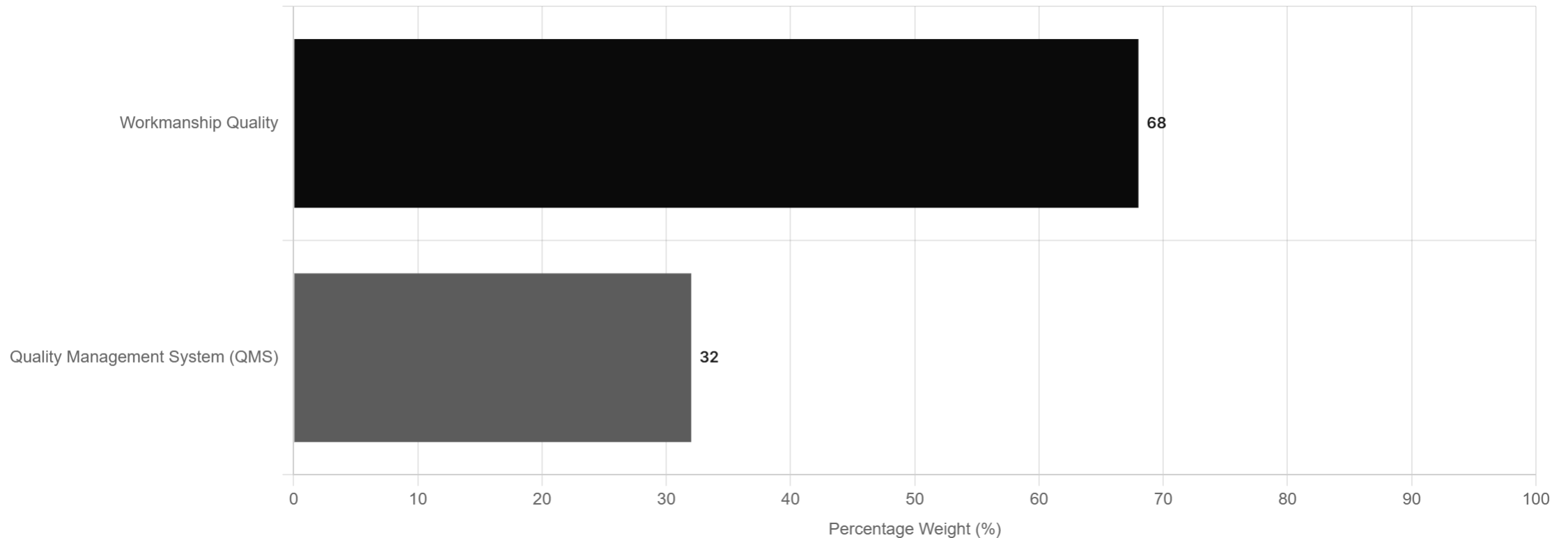


Figure 1: Distribution of Weighting for Comprehensive QCLASSIC Performance Assessment. Source: CREAM 2026.

2026 Star Rating Thresholds

80%

5-STAR RATING

70%

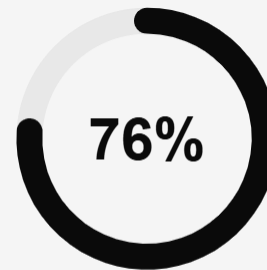
4-STAR RATING

60%

3-STAR RATING

76%

NAT. AVERAGE



Current Industry Avg.

Major Architectural Workmanship Defects

01 Floor & Wall Tiling

Hollow tiles, lippage >1mm, and inconsistent joint widths are the most penalized tiling errors.

02 Wall Plastering

Surface waviness exceeding 3mm over 1.2m and shrinkage cracks lead to significant point loss.

03 Painting & Ceilings

Patchiness, brush marks, and visible jointing tape at ceilings are recurring aesthetic failures.

04 Doors & Windows

Uneven gaps at frames and malfunctioning hardware/locks fail functional assessment criteria.

Tiling & Plastering: Root Causes

Failures in tiling and plastering often stem from poor substrate preparation and incorrect material mixing ratios. Tiling lippage is usually caused by uneven mortar beds or lack of tile leveling systems.

Prevention Checklist:

- Use leveling wedges for all large-format tiles
- Conduct 'tapping' tests 24hrs after installation
- Maintain 3mm plastering tolerance via spirit levels



M&E FITTINGS & EXTERNAL WORKS

Precision in Alignment & Sealing

92%

FITTINGS ALIGNED

0mm

PIPE GAP TOLERANCE

100%

FUNCTIONAL OUTLETS

85%

EXT. WALL FINISH

QMS Documentation Gaps

32% of the assessment depends on the Quality Management System. Projects often lose points due to missing Material Approval Forms (MAF) and inadequate quality inspection records.



Critical Gaps to Fix:

- Unsigned MAF forms
- No evidence of internal audits
- Missing test reports for M&E
- Poor photo evidence of hidden work

Acceptable vs. Typical Defects



TYPICAL FAILURE

Hollow sounds, lippage exceeding 1mm, and inconsistent grout widths fail CIS 7:2021 criteria.



ACCEPTABLE FINISH

Uniform joints, zero lippage, and full mortar coverage ensure maximum QLASSIC points per sample.

Site Sampling & Internal Audits

Assessors select 30 to 150 random samples per 500m² of floor area. To achieve 4 or 5-star ratings, site teams must conduct mandatory 'Pre-QLASSIC' internal audits to identify and rectify defects before the CIDB visit.



Essential Site Inspection Checklist

01 Architectural Finishes

Check for hollow tiling, plastering waviness, painting patchiness, and gaps at door/window frames.

02 M&E Fittings & Plumbing

Verify socket alignment, fixture stability, pipe penetration sealing, and functional sanitary fittings.

03 Documentation Review

Ensure Material Approval Forms (MAF) are signed and internal audit records are fully complete.

TARGETING 5-STAR EXCELLENCE

To score above 80%, site teams must integrate QLASSIC audits into the daily construction cycle, rather than treating them as a final inspection.

Success requires a 'Zero Defect' culture and consistent pre-inspections.

ACHIEVING CONSTRUCTION QUALITY

Summary of QCLASSIC Excellence and Future
Standards