

**IMPACT OF ISO 9001 BASED QUALITY
MANAGEMENT SYSTEM (QMS)
ON
PROJECT PERFORMANCE OF STATE SECTOR
CONSTRUCTION ORGANIZATIONS
IN SRI LANKA**

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“This dissertation was submitted to the Department of Civil Engineering of the University of Moratuwa in partial fulfilment of the requirements for the Master of Science in Construction Project Management”

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DECLARATION

I certify that this thesis does not incorporate without acknowledgement any material previously submitted for a degree or diploma in any university to the best of my knowledge and believe it does not contain any material previously published, written or orally communicated by another person or myself except where due reference is made in the text. I also hereby give consent for my dissertation, if accepted, to be made available for photocopying and for inter library loans, and for the title and summary to be available to outside organizations.

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I hope that the findings of this research will be beneficial to Project Management discipline and it will deliver insights for further examination in and around the topic.

ABSTRACT

Quality Management System (QMS) provides generic guidance and requirements for establishing organizational quality management policy and procedure, to increase customer satisfaction by reducing cost and increasing productivity. Therefore QMS manages organizational survival by beating the competition in the market. Especially, in the construction industry, QMS can assist organizations to successfully achieve their organizational goals as well as project objectives by satisfying customer needs in all the phases. The main aim of this study was to **evaluate the impact of ISO 9001 based QMS on project performance of State sector organizations in Sri Lanka**. For this purpose, an in-depth literature review was conducted from different books, journals, and websites to get a better understanding of QMS, identify the main characteristics of the vital parts of construction projects and identify the barriers of effective implementation of QMS. Subsequently, a questionnaire was designed based on previous studies and then distributed randomly among the 80 managerial level employees to collect data. Finally, data analysis was conducted using descriptive statistics to find the result and conclusion. The findings have shown that the implementation of QMS can be affected mostly on customer's satisfaction, followed by triple constraints respectively time cost and scope.

Key Words: Quality, Construction, Quality Management Systems, ISO 9001

TABLE OF CONTENTS

Front page	i
Declaration	ii
Aknowledgment	iii
Abstract	iv
Table of Contents	v
List of Tables	viii
List of Figures	x
Abbreviations	xi
CHAPTER 1 - INTRODUCTION	
1.1. Background	1
1.2. Problem Identification	3
1.3. Research Objectives	7
1.4. Limitation of the Study	7
1.5. Reaserch Methodology	8
1.6. Structure of the report	9
CHAPTER 2 - LITERATURE REVIEW	
2.1 Introduction to Quality Management	10
2.1.1 Plan Quality Management	11
2.1.2 Perform Quality Assurance	11
2.1.3 Control Quality	12
2.2 Overview of QMS (ISO 9000 family)	13
2.2.1 ISO 9001 -Quality management principles	14
2.2.2 Process approach	16
2.3 Critical elements of a construction projects	27

CHAPTER 3 - METHODOLOGY

3.1 Research Design	29
3.1.1 Areas under the assessment	29
3.1.2 Research Questionnaire	36
3.1.3 Selection of construction Companies	36
3.2 Data Collection	37
3.3 Analysis of data	37

CHAPTER 4 - DATA PRESENTATION AND ANALYSIS

4.1 Introduction	38
4.2 Background of Respondents	38
4.3 Data Analysis of Part 1 of Section two (Main Clauses of ISO 9001:2015)	40
4.3.1 Leadership and Planning (Clause No 5 and 6 of ISO 9001:2015)	40
4.3.2 Support (Clause No 7 of ISO 9001:2015)	42
4.3.3 Analysis for Operation (Clause No 8 of ISO 9001:2015)	43
4.3.4 Analysis for Performance Evaluation and improvement (Clauses 9 & 10 of ISO 9001:2015)	44
4.4 Data Analysis of Part 2 of Section two (Key Project performance Indicators)	45
4.4.1 Analysis for Effectiveness of QMS on Scope/Quality	45
4.4.2 Analysis for Effectiveness of QMS on Time	46
4.4.3 Analysis for Effectiveness of QMS on Cost	48
4.4.4 Analysis for Effectiveness of QMS on Client's Satisfaction	49
4.5 Summary Data analysis for Overall ratings	50
4.5.1 Summary for each Category of main clauses of ISO 9001:2015	50
4.5.2 Summary for each Category of project performance indicators	50

CHAPTER 5 - CONCLUSION AND RECOMMENDATIONS

5.1 Summary	52
5.2 Conclusions	52
5.3 Recommendations	53
5.4 Suggestions for further research	54

REFERENCES	55
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APPENDIX	57
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Annex-1	58
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LIST OF TABLES

	Page
Table 1: Summary of understanding the purposes of ISO certification	5
Table 2: Perceived benefits from implementing ISO 9001:2008	
Certified companies in Sri Lanka	5
Table 3: Propose Measurements Instruments of ISO 9001 Implementation	
Effectiveness in Food Sector	23
Table 4: Definition of success factors of projects by different authors	28
Table 5: Ratings of Respondent's Working Experience	38
Table 6: Ratings of respondent's Exposure to the QMS activities	
Within the Working experience	39
Table 7: Ratings of Respondent's level of contribution and involvement	
For Organization's QMS	39
Table 8: Ratings of Leadership and Planning	
(Clause No 5 and 6 of ISO 9001:2015)	41
Table 9: Ratings of Support (Clause No 7 of ISO 9001:2015)	42
Table 10: Ratings of Operation (Clause No 8 of ISO 9001:2015)	43
Table 11: Ratings of Performance Evaluation and improvement	
(Clause No 9 and 10 of ISO 9001:2015)	44
Table 12: Ratings of effectiveness of QMS on Scope/Quality	45
Table 13: Ratings of effectiveness of QMS on Time	46
Table 14: Ratings of Effectiveness of QMS on Project's Cost	48
Table 15: Ratings of Effectiveness of QMS on Client's Satisfaction	49

Table 16:	Overall ratings for each Category of main clauses Of ISO 9001:2015	50
Table 17:	Overall ratings for each Category of project Performance indicators	50

LIST OF FIGURES

	Page
Figure 1: Project Quality Management Overview adopted from PMI, 2013	10
Figure 2: Plan Quality Management Process adopted from PMI, 2013	11
Figure 3: Quality Assurance Process adopted from PMI, 2013	12
Figure 4: Quality Control Process adopted from PMI, 2013	12
Figure 5: Schematic representation of the elements of a single process	17
Figure 6: Model of a process-based quality management system	17
Figure 7: Representation of the structure of the PDCA cycle	18

ABBREVIATIONS

ISO	: International Organizations for Standardization
QMS	: Quality Management System
PMI	: Project Management Institute
PMBOK	: Project Management Body of Knowledge
CECB	: Central Engineering Consultancy Bureau
SEC	: State Engineering corporation
SD & CC	: State Development & Construction Corporation
CIDA	: Construction Industry Development Authority