

Quality Management Practices Implementation in Construction Firms in Abuja, Nigeria.

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&

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Abstract

Quality management is an important management system considered by construction firms which improve the level of their performance. It is required for a construction firm that seeks to sustain itself in the current construction market which is highly challenging and competitive. The objectives of the study were to find out the benefits and factors affecting quality management implementation of construction firms in Federal Capital Territory, Abuja. The study administered questionnaire to 270 randomly selected registered construction firms of Federal Capital Development Authority (FCDA) in Abuja. Mean score was used to analyze the findings and the rankings of each factor was based on the mean scores associated with standard deviation. The findings of the study revealed that the most prevalent benefits of quality management practices include keep improving the performance; improved company moral; better quality products and services and better customer satisfaction. Finding also revealed the factors affecting quality management implementation practices, of which the highest level of factors identified was leadership and top management commitment and role evaluation, selection and appropriately exercise control over the capabilities for quality delivery by subcontractors; and identify, implement and control the application of statistical techniques in quality control. The study implies that leadership and top management should be more concern about implementing quality management practices in their construction projects.

Keywords: Quality, Quality Management Practices, Construction Firms

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