THE SOUTH AFRICAN COUNCIL
for the
QUANTITY SURVEYING PROFESSION
Established in terms of the Quantity Surveying Profession Act 2000 (Act No 49 of 2000)

PROFESSIONAL SKILLS MODULE

IMPLEMENT PROJECT SERVICE QUALITY ASSURANCE ON BUILT ENVIRONMENT PROJECTS

Module 10 Examination

May 2017

Time: 3 hours Total marks: 100

Notes:

(a) This is a closed book examination – No material may be brought into the examination.

(b) The use of Personal Computers, Laptops, PDAs with Excel, etc. is NOT PERMITTED. Only a conventional calculator, scientific, or financial, may be used.

(c) You are advised to set out you work clearly, concisely and logically. Marks will be deducted for incoherent and/or untidy work.

(d) Only work written on the lined pages will be marked.

(e) This question paper consists of 2 sections. Section A (Questions 1 - 4) covers the contents of PSM 10, and Section B (Questions 5 and 6) covers the prescribed reading sources. Answer all questions

(f) Clearly mark the question number on each page used and at the end of the exam number the pages in the correct order and if additional pages are used, request the invigilators to staple them together.

(g) Where information is given in the PSM that was studied in bulleted format, it should not be repeated in the same format, but discussed in detail
QUESTION 1
According to ISO 9000 (2008) there are eight quality management principles upon which the quality management standards of the ISO 9000:2008 series are based. Discuss the following five principles and how it relate to a quantity surveying practice:

1.1 Customer focus
1.2 Involvement of people
1.3 Leadership
1.4 Continual improvement
1.5 Factual approach to decision making

QUESTION 2
One of the key factors to success in the implementation of a quality management system is “management responsibility”, i.e. that the top management of a practice must commit themselves thereto. How will you explain, to the directors of the practice that you are working for, what their responsibility will be if the firm implement a quality management system in the practice?

QUESTION 3
An inhibiting factor in the implementation of an accredited quality management system is cost. Discuss all aspects pertaining to the cost of such a system and what options there are available for different size practices

QUESTION 4
Explain the difference in approach when implementing a quality management system for a manufacturing business (i.e. a factory manufacturing automotive parts) opposed to a service providing practice (i.e. a quantity surveying firm)
SECTION B: PRESCRIBED READING SOURCES

QUESTION 5

Haywood-Farmer and Nollet make the following statement in their paper titled “Professional service firms and quality management: a good fit?”: “Although almost every professional undoubtedly want to give his or her clients good service, the characteristics of professionals as noted above, particularly their individuality and independence, pose some potential problems for the application of TQM in professional service firms”

Discuss this statement in detail and whether you agree with it or not (give reasons for your answer).

[10]

QUESTION 6

In their paper titled “ISO in the service sector: perceptions of small professional firms” McAdam and Canning conducted research that examined the impact that ISO 9000 has on professional quantity surveying firms. Discuss the following questions and the results thereof that emanated from the above study:

- Is there a belief that quality accreditation enhances a firm's chances of gaining work from both public and private sectors?
- The reasons why firms seek ISO 9000 series accreditation
- The benefits gained and do they outweigh the cost?

[10]