

# National University of Science and Technology Zimbabwe

**FACULTY OF THE BUILT ENVIRONMENT**

**DEPARTMENT OF QUANTITY SURVEYING**

*An assessment of the effectiveness of Quality Management Systems in building material manufacturing companies in Bulawayo Zimbabwe*

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## **Abstract**

Quality in the construction industry is of paramount importance. In the construction industry there is existence of unsatisfied clients at project delivery due to defects that will be prevailing on the project. These defects and non conformance are usually a result of poor quality materials and also poor workmanship. Therefore this research assessed the effectiveness of quality management systems in building material manufacturing companies as they are the suppliers of the building materials that are used in construction projects. The research seeks to identify how quality management systems are implemented in building material manufacturing companies, the challenges faced in implementation and the benefits of their implementation since building material manufacturing companies have a great impact in the construction industry and also they contribute to quality of construction projects. Questionnaires and interviews were employed in gathering the required data from the manufacturing companies and the clients who buy building materials in these manufacturing companies so as to determine the extent to which implementation of quality management systems enhance client satisfaction. If the clients are satisfied by the materials they buy because they are of high quality then the existence of unsatisfied clients on construction projects due to poor quality material will be reduced. The research concluded that most quality management systems implemented by building manufacturing companies are highly effective due to the fact that they are formalized, documented and audits are carried out at regular intervals to determine continuous improvement.