Title: Multivariate Approach to Benchmarking Quality Prediction Parameters in Building Maintenance Works.

Author(s): Amusan, L. M, Oluwunmi A. O. Owolabi J. D. and Joshua, O.

Outlet: Industrial Engineering Letters, 3(6), 21-27.

Date: 2013

Abstract: Observing quality etiquette on maintenance work is of essence when satisfying clients’ requirement is a priority. However, the quality etiquette comes in the form of framework and benchmarks. This study has therefore presented succinctly, multivariate approach to benchmarking quality prediction parameters in building maintenance works. The study used sixty-three (63) questionnaires retrieved which contains information on benchmarked parameters. The study used factor analysis to reduce the parameters to a sizeable number based on their coefficient and Eigen value. Resultant factors were used to dissect quality into quality dichotomies; the zero defect, medium quality and high quality work status. The model would assist building maintenance practitioners in quality monitoring on building maintenance works.