Title of Article: Paradigm for Total Quality Management in Building Maintenance Operation

Author(s): Owolabi James D, Amusan Lekan M.

Outlet: Industrial Engineering Letters www.iiste.org ISSN 2224-6096 (Paper) ISSN 2225-0581 (online) Vol.4, No.2, 2014

Abstract: The study is about developing benchmark/paradigm for total Quality Management in Building Maintenance Operations. Building defects is usually outcome of failure or shortcomings recorded at early stage of project which could be design oriented and sometimes wrong approach, this need to be corrected and as well maintained, the study thus present paradigm/benchmark through which quality of maintenance operations being carried out on construction projects and buildings could be improved.

The methodology involved primarily opinion survey, measured against benchmarked Total quality management principles, the data were collected with the aid of a structured questionnaire, designed in Likert scale 1 to 5. The secondary data were collected through review of pastworks, Journal articles and Textbooks. Random sampling method was used for population sampling, the result generated were analysed using mean item score, frequency count and Ranking. The study concluded with recommending eighteen benchmarked quality points which when observed could lead to productivity enhancement, accident reduction, waste elimination, quality job output and host of other positive outcomes. This was based on the respondent’s preference for the administration of non-financial incentives. The presence of these as garnered from the respondent’s response accounts for the wide margin between foreign firms and indigenous firm’s productivity.