

EVENTS

PAM EVENTS**FEBRUARY****CPD Seminar**

21 February 2009

Why Arbitrate

by Ar David Cheah Ming Yew

PAM Centre, KL

27 February 2009

PAM Members Night

Bangkok Connexion Ampang

CPD Seminar

28 February 2009

Green Building Index Malaysia (GBI Malaysia) MS 1525:2007 Code of Practice on Energy Efficiency and Use of Renewable Energy for Non-Residential Buildings

by Ar Serina Hijas, Ir Looi Hip Peu,

Ar Chan Seong Aun &

Ir Chen Thiam Leong

PAM Centre, KL

OTHER EVENTS**MARCH**

1-4 March 2009

Green Cities 2009 Conference

by Green Building Council Australia

Brisbane Convention & Exhibition Centre, Brisbane

T 613 8612 2000

F 613 9614 8338

E Trudy-Ann.King@gbca.org.au

www.gbca.org.au

(Early Bird Registration closes

16 January 2009)

COMPETITIONS & AWARDS

31 March 2009 (deadline)

UNESCO Asia-Pacific Heritage**Awards for Culture Heritage****Conservation 2009**

(Call for entries)

by UNESCO, Bangkok

T (66 2) 391- 0577 ext.509

F (66 2) 391 - 0866

E culture@unescothkk.orgwww.unescobkk.org

Kindly note that the scheduled events above are subject to change. Please call PAM at 03-26934182 for confirmation.

Courtesy Visit to Pusat Tenaga Malaysia

28 November 08 • Bangi, Selangor



Meeting in progress between PAM and PTM



From left Ms Wei-Nee Chen, Ar Lee Mei Ming, Ir Looi Hip Peu, Ar Lee Teng Kee, Ar Voon Wan Lin, Ar Dr Tan Loke Mun, Ir Ahmad Hadri Haris



A miniature of PTM building



Outside site visit at PTM infrastructure



Internal tour at one of the PTM facilities

Pertubuhan Akitek Malaysia (PAM) Sustainability Committee recently made a courtesy visit to Pusat Tenaga Malaysia (PTM), Bangi, Selangor on Friday, 28 November 2008. The programme was led by Sustainability Committee Chairman Ar Dr Tan Loke Mun, who were accompanied by Ar Lee Mei Ming, Ir Looi Hip Peu, Ar Lee Teng Kee, Ar Voon Wan Lin, Ar Dr Tan Loke Mun and Nor Suryati Sulong.

On PTM side, the welcoming team was led by Ir Ahmad Hadri Haris, National Project Leader (CTA – MBIPV Project). Together with him were Mr. Wei-Nee Chen, Technical Advisor (Strategic Communications – MBIPV Project) and Mr. Vincent Tan, Technical Advisor (Market Development – MBIPV Project).

Apart from the meeting, the Committee also had a tour visit at the PTM building and facilities around the premises.

Pusat Tenaga Malaysia (PTM) was registered on 12 May 1998 as a not-for-profit company. During its formative infancy, PTM was administered by the Ministry of Energy, Communications and Multimedia (MECM), Malaysia. PTM is also governed by a Board of Directors (BOD), which sets its policy directions.

The rationale behind PTM's establishment is to fulfill the need for a national energy research centre that will co-ordinate various activities, specifically energy planning and research, energy efficiency, and technological research, development and demonstration (R, D & D) undertaken in the energy sector due to the long lead time for energy projects to come on stream.

In fact, PTM will eventually become a one-stop focal point for linkages with the universities, research institutions, industries and other various national and international organisations on energy matters.

QLASSIC

Quality Assessment System In Construction

QLASSIC is a method to measure the quality of workmanship of a construction work based on the approved standards. QLASSIC enables the quality of workmanship between construction projects to be objectively compared. QLASSIC assessment is performed by qualified and independent assessors, through site inspection. The quality of workmanship of a construction work is assessed according to the requirement of the relevant standard and marks are awarded if the workmanship complies with the standard. These marks are then summed up to calculate the QLASSIC Score (%) for a construction project. Construction works that are rectified after an assessment will not be re-assessed. Assessment samples are determined prior to carrying out the assessment.

Construction Industry Standard (CIS 7:2006 – Quality Assessment System for Building Construction Work) specifies requirements on quality of workmanship and assessment procedures for building construction work. The requirements in CIS 7 are divided into four main components:

1. Structural Work
2. Architectural Work
3. Mechanical and Electrical Work (M&E) Work
4. External Work

CIS 7 also specifies the sampling guideline and the weightage allocated for each component according to the category of building.



Checking squareness of internal wall



Checking fall of floor in wet areas



Checking hollowness of internal wall



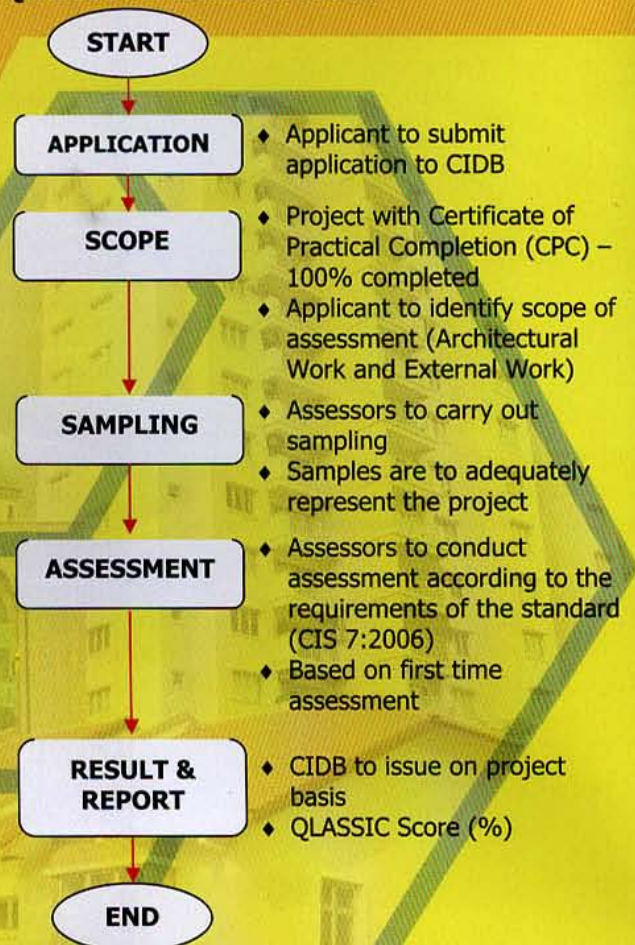
Checking hollowness of tiled floor

- No charges for assessment and processing fee for the time being.
- Enables you to benchmark the quality of workmanship of your construction project.
- Provides you a standard assessment system for quality of workmanship of construction work.
- Enhances quality control of your construction work
- Specified as a quality criterion for contractor's performance score-card.

Who should apply for QLASSIC assessment?

- Projects owner
- Real estate and housing developer
- Contractor
- others

QLASSIC Assessment Process



For further information or to download the application form, please visit our website www.cidb.gov.my

Please contact us should you need further clarification:

Construction Industry Development Board (CIDB) Malaysia
 Construction Technology Development Division
 CIDB HQ, Level 8, Grand Seasons Avenue,
 No. 72, Jalan Pahang,
 53000 Kuala Lumpur

Tel : 03-2617 0360 (Ir. M. Ramuseren)
 03-2617 0352 (Mohammad Faizal Abd Hamid)
 03-2617 0200 (GL)

Fax : 03-4045 1808

Email : mdfaizal@cidb.gov.my

DO THINGS RIGHT THE FIRST TIME AND EVERY TIME

Architect Centre Accreditation Training for Property Inspection, PAM Sabah Chapter

20 & 21 November 08 • Kota Kinabalu, Sabah

The Architect Centre Sdn Bhd trained and accredited 19 Corporate Architects in Kota Kinabalu at the Chapter premises from 20-21 October 2008. The architects were trained on three types of properties – a vacant 10 year old apartment, a 20 year old partially dilapidated corner single storey terrace house and a brand new high-end semi-detached house.



Trainer, Ar P. K. Lim emphasised on how the different stakeholders in the industry would benefit by engaging an independent professional architect for advisory services.



Ar Anthony Lee Tee



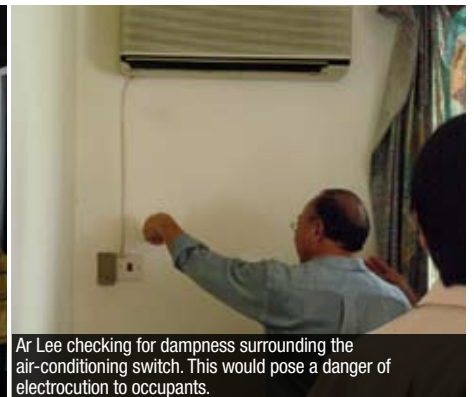
Training in progress



Supervised inspection at Hilltop Apartment



Inspection briefing at balcony of an un-tenanted Hilltop Apartment.



Ar Lee checking for dampness surrounding the air-conditioning switch. This would pose a danger of electrocution to occupants.



Inspection by Ar W.K. Chan for window and fly screen in dilapidated condition.



Visible cracks at the beam that will lead to concrete cancer and water leaks into buildings.



Dilapidated window and fly screen.



Dampness under kitchen sink due to old pipes that lead to termite and other pests inhabiting food preparation areas.



Shrinkage cracks to external wall and paint failure that will lead to fungal growth and water leaks into buildings.



Engage and conduct an independent building inspection prior to purchase or renovations in particular for seriously dilapidated properties to avoid costly hidden repairs.



Old pipes and leaks from bathrooms above resulting in mold and stains on vehicles parked below.



Architects having a visual overview of the building before inspection.



Roof leaks that lead to damage to ceiling will attract termites and toxic mold growth.



Ar Anthony pointing out a good construction practice to avoid cracks between garden walls.



Module 3 final inspection of newly completed double storey semi-detached house "handing over" during Vacant Possession simulation.



Architects inspecting based on a 300 point checklist for termite attacks to timber window frames.



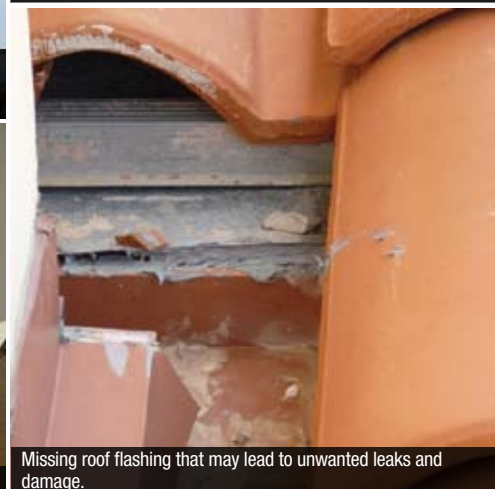
Ar David Shen having a closer look from the roof to identify the cause of leaks and make suitable recommendations for repairs, replacements and maintenance.



Spot the defect! Checks for hollow tiles.



The project architect Ar Lee accompanying the Trainer.



Missing roof flashing that may lead to unwanted leaks and damage.



"Defect-cause-action" training module 1 discussing external perimeter drainage condition and damage caused by corroded roof gutter and downpipes.



Architects completing their reports right after an inspection for review.



After inspecting the property, Architect Centre found the property to be of a reasonably good quality standard acceptable to most buyers.

The Sabah Chapter Deputy Chairman, Ar Ho Jia Lit said: "With the recent setting up of the Sabah Housing Tribunal to hear disputes between house buyers and their developers, it would be ideal for these affected house buyers to have such an 'Inspection Report' carried out by an independent Architect Centre Accredited Architect before formally complaining to the Housing Tribunal."

Ar Ho is confident that with such a report to back up their complaints or claims, they will stand a better chance of success.

Also from feedback provided from one of the participants Ar Ronald Tang, this inspection services will provide a less formal avenue for the individual public to contact and meet up with the local architect community to voice out their grievances (if any) with regards to the housing construction industries and its players.



Executive Summary of The Minutes of the Fourth Meeting of PAM Council 2008-2009

28 November 08 • PAM Centre, Kuala Lumpur



Council meeting in progress

Jabatan Kerajaan Tempatan (JKT) would call a meeting with PAM, MIP and ACEM to discuss the **“Official List” of Planning Submission**.

PAM Contract 2006 Seminar at the Southern Chapter on 6 December was postponed. A new date would be set early next year.

PAM-Clayton Competition – ‘Recent Malaysian Architecture’ book had been sent to each participating team as no winners were selected.

The Resource Centre is monitoring the feedback on the **Online Resource Centre**, which is on a free trial period until the end of January 2009. After that PAM would decide whether to subscribe or not.

ARCASIA agreed that PAM continues with publishing **Architecture Asia (AA)**.

Architect Centre’s Board of Directors – Proposal for the structure was accepted at the Board meeting held with the Australian counterparts.

Council approved the list of **new PAM Members** as follows:
Corporate Membership Ahmad Farik Abdul Ghaffar, Jamal Shupardi bin Shuaib, Lim Tsong Hin, Mok Swee Hock, Nor Aflina Mohamed, Suzany Mohd Sulan, Wan Abdullah Wan Ali **Graduate Membership** Justin Eddy Yong Wai Kuan, Mohd Ali Mohd Idris, Noralia Haritha Norman, Tan Wei Han **Reinstatement** Jamal Shupardi Shuaib.

Kolej Sains dan Teknologi UTM City Campus Kuala Lumpur invited President of PAM to be on the panel of the Advisory Board for the ‘MSC Sustainable Design and Planning’ course. President should represent PAM with the Chairman of Education as the alternate.

Proposal for 2 years of **Graduate Membership** before Qualifying for **Corporate Membership** – Council decided to follow the Constitution. Secretariat will ensure applications follow the procedure.

A representative from PAM **Northern Chapter** is on the **Penang Heritage Advisory Committee of the Penang State Government**. There are two architects on the Committee.

The **PAM Northern Chapter** organised a forum on **OSC** and **CCC** for **MPPP** and **MPSP** on 22 November at its premises and was compiling issues on OSC.

Government Liaison Committee would visit local authorities (LA) to discuss on OSC and CCC, mainly on **clarification of LA’s guidelines on OSC**.

Property Inspection Services Training for PAM Sabah Chapter members was held in Kota Kinabalu on 20-21 October 2008. The Chapter would provide a booth to Architect Centre at **IPEX 2009**, which would be held on 12-15 March 2009.

The **PAM Sabah Chapter** had organised a study trip to Beijing from 7-12 November 2008.

60% of the layout of the **Sabah Architecture book** was completed and would be launched in March 2009

The **Sarawak Chapter** appointed Ar Chew Chung Yee as the representative for the LAM Professional Practice Committee.

Dewan Bandaraya Kuching Utara (DBKU) Public Toilet Assessment Panel 2008 had invited the PAM Sarawak Chapter to be its member.

The programme to train **new arbitrators and adjudicators** had been structured and would start in February 2009.

PEF Board suggested for an **Ideas Competition** to design a commercial cum PAM Centre development. It should be commercially viable, a green building with efficiency in planning.

Maxmix Cities: Celebration of Cities 3 organised by **UIA** – Council supported the initiative from UIA to organise the Competition. PAM needs to select the winners at the national level.

The Contract Review Committee planned to publish a **Guide Book** in the first quarter of 2009.

LAM requested that PAM organise with CIDB, seminars on **Industrialised Building System (IBS)**.

Courtesy visit to Selangor Menteri Besar would be held in December 2008, subject to YB’s availability

A courtesy visit was held to **Majlis Perbandaran Subang Jaya (MPSJ)** on 28 November 2008. Among the decisions made was to organise a workshop on OSC and CCC.

Council endorsed the International Affairs Committee’s proposal for the proposed strategic planning for the **liberalization of architectural services**. The next step would be to follow the Government by doing a road map.

Continue on page 10 >

PAM Calendar of Events year 2009

		JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
1 st Week	SUN		1 FEDERAL TERRITORY DAY	1			
	MON		2	2			1
	TUE		3	3			2
	WED		4	4	1		3
	THU	1 NEW YEAR	5	5	2		4
	FRI	2	6	6	3	1 LABOUR DAY	5
	SAT	3 Architects Meet The Public Session Green Design Forum	7 Architects Meet The Public Session CPD Seminar	7 Architects Meet The Public Session CPD Seminar	4 Architects Meet The Public Session CPD Seminar	2 Architects Meet The Public Session PAM Part III Tutorial	6 AGUNG'S BIRTHDAY
2 nd Week	SUN	4	8 THAIPUSAM	8	5	3	7
	MON	5	9	9 PROPHET MUHAMAD'S BIRTHDAY	6	4	8
	TUE	6	10	10	7	5	9
	WED	7	11	11	8	6	10
	THU	8	12	12	9	7	11
	FRI	9	13	13	10	8	12
	SAT	10	14	14	11 PAM Part III Tutorial	9 WESAK DAY	13 Architects Meet The Public Session CPD Seminar
3 rd Week	SUN	11	15	15	12	10	14
	MON	12	16	16	13	11	15
	TUE	13	17	17	14	12	16
	WED	14	18	18	15	13	17
	THU	15	19	19	16	14	18
	FRI	16 Council Meeting	20	20	17	15	19
	SAT	17 CPD Seminar	21 CPD Seminar	21 CPD Seminar	18 CPD Seminar	16 CPD Seminar	20 CPD Seminar
4 th Week	SUN	18	22	22	19	17	21
	MON	19	23	23	20	18	22
	TUE	20	24	24	21	19	23
	WED	21 Design Lecture Series	25 Design Lecture Series	25 Design Lecture Series	22 Design Lecture Series	20	24 Design Lecture Series
	THU	22	26 PAM Membership Golf 2009	26	23	21	25
	FRI	23	27 PAM Members Night 2009 Council Meeting	27 Council Meeting	24 Council Meeting	22	26 Council Meeting
	SAT	24	28	28	25 PAM Part III Tutorial	23 PAM Part III Tutorial	27
5 th Week	SUN	25		29	26	24	28
	MON	26 CHINESE NEW YEAR		30	27	25	29
	TUE	27 CHINESE NEW YEAR		31	28	26	30 CPD Seminar
	WED	28			29	27 Design Lecture Series	
	THU	29			30	28	
	FRI	30				29 Council Meeting	
	SAT	31				30 CPD Seminar	
SUN							
MON							

Public Holiday PAM Events Council Meeting CPD Seminar Design Lecture Series

Please note that this is a tentative programme and is subject to change.

Please call / email the PAM Secretariat at 03-2693 4182 / pamcpd@gmail.com for confirmation of scheduled events or visit PAM website at www.pam.org.my

		JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
1 st Week	SUN					1	
	MON					2	
	TUE			1		3	1
	WED	1		2		4	2
	THU	2 PAM Convention KL Design Forum Pro Tech Archidex 09		3	1	5	3
	FRI	3 PAM Convention Datum : KL Archidex 09 Building Industry Dinner 2009		4	2	6	4
	SAT	4 PAM Convention Datum : KL Archidex 09	1 Architects Meet The Public Session CPD Seminar	5 Architects Meet The Public Session CPD Seminar	3 Architects Meet The Public Session CPD Seminar *PAM Annual Dinner 2009	7 Architects Meet The Public Session CPD Seminar	5 Architects Meet The Public Session CPD Seminar
2 nd Week	SUN	5 PAM Convention Archidex 09	2	6	4	8	6
	MON	6	3	7	5	9	7
	TUE	7	4	8	6	10	8
	WED	8	5	9	7	11	9
	THU	9	6	10	8	12	10
	FRI	10 Student's Work Exhibition	7	11	9	13	11
	SAT	11 Architects Meet The Public Session Student's Work Exhibition	8	12 CPD Seminar	10	14	12 CPD Seminar
3 rd Week	SUN	12 Student's Work Exhibition	9	13	11	15	13
	MON	13 Student's Work Exhibition	10	14	12	16	14
	TUE	14 Student's Work Exhibition	11	15	13	17	15
	WED	15 Student's Work Exhibition	12	16	14	18 Design Lecture Series	16 Design Lecture Series
	THU	16 Student's Work Exhibition	13	17	15	19	17
	FRI	17 Student's Work Exhibition	14	18	16	20	18 AWAL MUHARRAM
	SAT	18 Student's Work Exhibition CPD Seminar	15	19	17 DEEPAVALI	21 CPD Seminar	19
4 th Week	SUN	19 Student's Work Exhibition	16	20 * HARI RAYA	18	22	20
	MON	20 Student's Work Exhibition	17	21 PUASA	19	23	21
	TUE	21 Student's Work Exhibition	18	22	20	24	22
	WED	22 Student's Work Exhibition Design Lecture Series	19	23	21	25	23
	THU	23	20	24	22	26	24
	FRI	24 Council Meeting	21	25	23	27 * HARI RAYA HAJI	25 CHRISTMAS
	SAT	25 CPD Seminar	22	26	24 CPD Seminar	28	26
5 th Week	SUN	26	23	27	25	29	27
	MON	27	24	28	26	30	28
	TUE	28	25	29	27		29
	WED	29	26 Design Lecture Series	30 Design Lecture Series	28 Design Lecture Series		30
	THU	30	27		29		31
	FRI	31	28		30		
	SAT		29 * AGM		31		
SUN		30					
MON		31 NATIONAL DAY					

Public Holiday PAM Events Council Meeting CPD Seminar Design Lecture Series

Please note that this is a tentative programme and is subject to change.

Please call / email the PAM Secretariat at 03-2693 4182 / pamcpd@gmail.com for confirmation of scheduled events or visit PAM website at www.pam.org.my

* Subject to official announcements

Quality Management and ISO 9001:2000 Standard - The Architect's Perspective

By Ir. K. Laxana Naidu, Sysnovate Solutions Sdn Bhd

OVERVIEW OF ISO 9001:2000 STANDARD

The ISO 9001:2000 standard is one of the three published standards for quality management by the International Organisation for Standardization (ISO).

The three standards are called a family of quality management standards. They were released in December 2000 by the ISO's Technical Committee TC176 replacing the 1994 version. The changes made to the standards clearly show the evolution of quality thinking among quality professionals and practitioners.

The three standards are as follows:

- **ISO 9000 : Quality Management Systems - Fundamentals and Vocabulary**
- **ISO 9001 : Quality Management Systems - Requirements**
- **ISO 9004 : Quality Management Systems - Guidance for Performance Improvement**

The ISO 9000 standard provides definitions for key terms used in ISO 9001 and ISO 9004. The ISO 9001 standard provides requirements needed to develop a quality management system. All organisations can only seek certification to this standard.

The ISO 9004 standard provides guidance for improving an organisation's performance by improving its QMS beyond the minimum given in ISO 9001 and will form a "consistent pair" with the same vocabulary, structure, sequence and numbering to facilitate its use.

The standards are tailored for small, medium and large organisations in the public and private sectors. It is generic and designed for all types of businesses including the service oriented organisations.

APPRECIATING QUALITY MANAGEMENT

With growing competition, quality management is becoming increasingly important to the leadership and management of organisations. The ISO 9001:2000 standard has introduced eight core principles of quality management (refer to Figure 1). To apply these principles, a process-based quality management system model was introduced as depicted in Figure 2.

The primary purpose of these principles is to create a successful quality culture for the users of the standards. The principles are comprehensive and form as the fundamental rules or beliefs of a quality organisation.

Quality management is aimed at continually improving performance of organisations by delighting the clients as well as meeting the universal goals of business competition: speed, quality and low cost.

Figure 1: Eight Quality Management Principles

EIGHT QUALITY MANAGEMENT PRINCIPLES

Principle 1 — Customer Focus
Organisations depend on their customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations.

Principle 2 — Leadership
Leaders establish unity of purpose and direction of the organisation. They should create and maintain the internal environment in which people can become fully involved in achieving the organisation's objectives.

Principle 3 — Involvement of People
People at all levels are the essence of an organisation and their full involvement enables their abilities to be used for the organisation's benefit.

Principle 4 — Process Approach
A desired result is achieved more efficiently when related resources and activities are managed as a process.

Principle 5 — System Approach to Management
Identifying, understanding and managing interrelated processes as a system contributes to the organisation's effectiveness and efficiency in achieving its objectives.

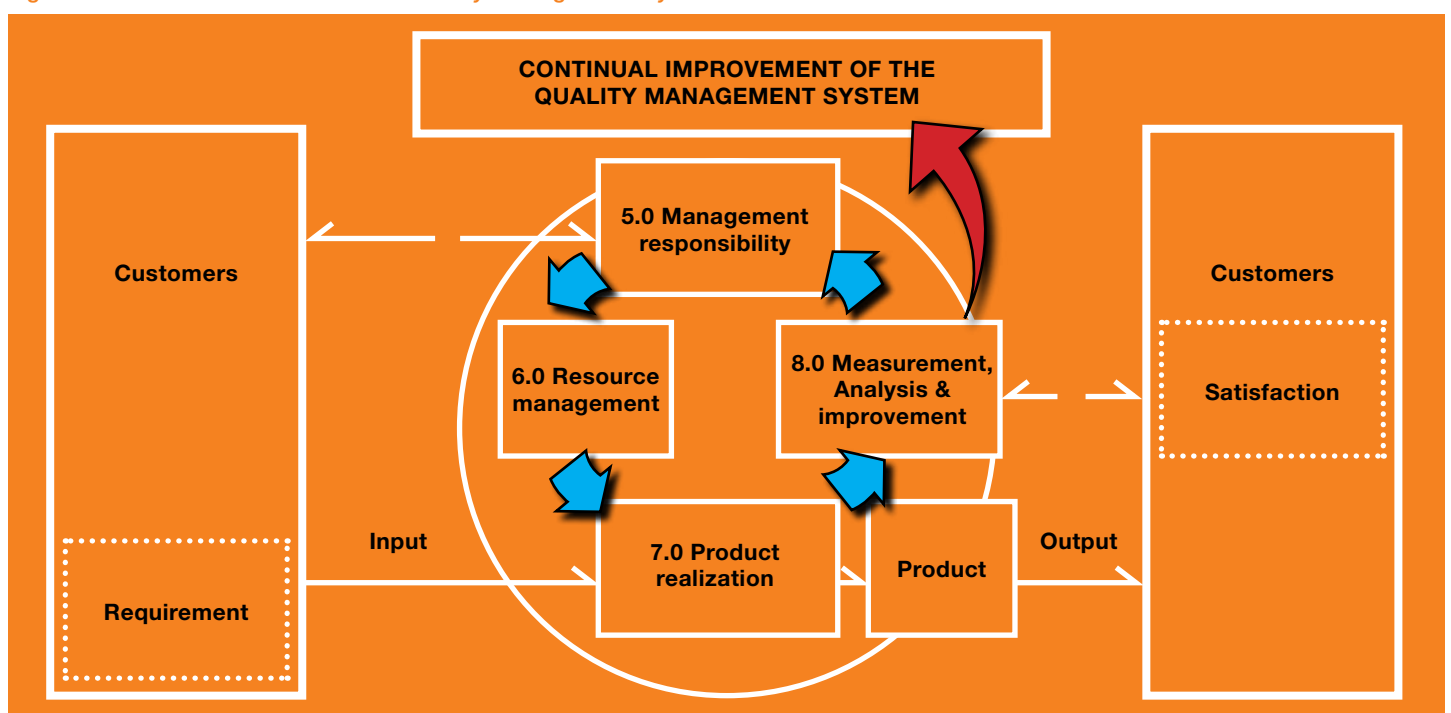
Principle 6 — Continual Improvement
Continual improvement of the organisation's overall performance should be a permanent objective of the organisation.

Principle 7 — Factual Approach to Decision Making
Effective decisions are based on the analysis of data and information.

Principle 8 — Mutually Beneficial Supplier Relationships
An organisation and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Source: Reproduced from ISO 9001:2000.

Figure 2: Model of a Process-Based Quality Management System



AN ARCHITECT'S QUALITY MANAGEMENT SYSTEM

To achieve registration to ISO 9001:2000, architects are required to establish and implement a quality management system for their organisations. The organisations will have to prove that they manage their architectural processes effectively and deliver services that meet client's requirements.

The standard has categorised the requirements into 5 main clauses (refer to table below). The clauses provide a logical sequence of the requirements making the standard userfriendly and easier to apply.

Architects should clearly interpret these clauses and integrate with their business processes and practices for a practical and workable quality management system. The clauses provide the framework for an organisation to document its operating structure, responsibilities, processes, procedures and resources.

FIVE MAIN CLAUSES

Quality Management System

Establish, document, implement and maintain the system and continually improving its effectiveness.

Management Responsibility

Management sets direction and objectives of the system.

Resource Management

Resources are determined, provided and managed.

Product Realization

Processes are established for creating and delivering the organisation's products and services and are verified and managed.

Measurement, Analysis and Improvement

Products, processes and customer satisfaction or dissatisfaction are measured.

PROCESS THINKING

The ISO 9001:2000 encourages organisations to think through its processes and how they are interrelated.

An architectural business consist of a series of core processes: receiving a project from a client, concept design, schematic design, design development, contract documentation, contract administration and handover of project to client. These processes are interrelated and they do not function independently.

Documenting the quality management system using the process approach is found to be more effective as all work is accomplished as part of a process.

Understanding of processes definitely helps to identify weaknesses in the process and system. Architects are able to carry out quality improvements efforts to enhance value, productivity and client satisfaction.

AN ARCHITECT'S QUALITY MANAGEMENT SYSTEM

An architect's quality management system comprises of the following:

Policy – to inspire use of the system to meet client requirements

System Procedures – manage implementation of system that supports the core processes

Process Procedures – describe how the core processes are managed

Records – evidence of conformance to system, process, standard and contract

The quality policy is established by the top management and is in-line with the needs of the organisation and its clients. The policy includes a commitment to meeting requirements and continual improvement. It must be understood by everyone in the organisation and kept under review by top management for ongoing suitability.

System procedures help to create the right environment for quality by supporting, directing and continually improving the business processes. These include procedures for the control of documents and records, recruitment, training, control of non-conformances, auditing for effectiveness, preventing the occurrences and recurrences of non-conformances, measuring client satisfaction and improving the system.

Process procedures are useful to define the business cycle, which starts from the client's needs and stops once the delivery of service is completed. It also helps to manage and measure value that is added to achieve client satisfaction.

Core processes of an architectural practice are capture in the process procedures to achieve consistent operations in meeting client requirements. They include: identifying and reviewing client requirements, gathering design inputs, reviewing and verifying design outputs, controlling design changes, tender and award process and contract administration.

In addition, an architect requires to set-up a project quality plan for each project to capture specific requirements of the client, relevant procedures, forms and formats necessary to meet project requirements and objectives.

THE ADVANTAGES

The ISO 9001 standard brings the following advantages to the architectural community:

- Applies from small to large companies
- Connects to the Architect's business processes
- Creates a client-focused organisation
- Establishes standardized work practices
- Delivers a consistent quality of service to clients
- Creates the path for quality excellence
- Provides greater emphasis on continual improvement

DOCUMENTING A LEAN QUALITY SYSTEM

ISO 9001 does not specify how a quality management system should be documented. The level and number of documents required for an architect's system will largely depend on the services provided, business processes, size and structure of the organisation.

Moreover, the amount of details required in the procedures should be limited as the fact is, the architects are professionals engaged in highly creative work. The standard does not in any way attempt to impose controls or stifle on the creative process.

The system and process procedures can be flowcharted to show who does what, when and how to meet the process objectives. The flowchart format provides a logical sequence of work activities and it is simple, practical and user-friendly for implementation. The procedures will be cross-referenced to forms, checklists and guidelines in the quality management system.

THE BENEFITS

Architects that effectively implement a quality management system and achieved ISO 9001 certification will attain the following benefits:

- ✓ A tangible evidence of a formal system
- ✓ Greater market confidence
- ✓ Assurance of quality service to clients
- ✓ Improved organisation's image
- ✓ Recognised as a "quality" company
- ✓ Enhanced productivity and efficiency
- ✓ Reduction in re-design, repetitive work and non-value added activities
- ✓ Improved profits

ISO 9001, THE WAY FORWARD

The ISO 9001 serves as a platform to develop a quality conscious organisation. It guides organisations to develop a quality management system to improve their business. The primary purpose is to move from a random method of "putting out fires" to a preventive, planned system for delivering quality services.

Accepting the quality standard may require a fundamental shift in organisation's approach to quality and has to be understood if real and lasting benefits of quality management are to be realised.

ISO 9001 will not disappear although an organisation may choose to ignore it. However, the standard will continue to evolve to support organisations to meet the demands of the competitive business environment.

The speaker can be reached at sysnovate@yahoo.com for any further information on the presentation or on ISO 9001 standard.

PAM Southern Chapter Design Forum 4 November 08

PAM Southern Chapter has successfully conducted a Design Forum in collaboration with Kingress Marketing Sdn Bhd on 4 November 2008.

The programme of the Design Forum was conducted as follows:
6.00 pm Showroom tour of Kingress Resource Centre, Jalan Skudai, Johor Bahru
6.30 pm - 7.00 pm Kingress Product and Technical Presentation
7.00 pm - 8.00 pm Buffet Dinner sponsored by Kingress
8.00 pm - 9.30 pm Design Forum conducted by Ar Razin Mahmood and facilitated by Ar Hj Norzam Darmin

In essence, this programme will be the starting point of PAM Southern Chapter to work hand-in-hand with the building industry suppliers.

Our next programme in line will be a talk by Ar Yap Yew Pheng from Y.Architects on 16 December 2008 with tentative collaboration with Clayton Corporation Sdn Bhd.



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Several initiatives had been formed under **UIA** as follows, and Malaysia had committed to be part of the group: Sustainability; Urban Planning; Habitat; Education; Professional Practice.

Ar Dr Tan Loke Mun was nominated to be a member of the **UIA Sustainability Commission**. The next UIA Council meeting is in February 2009 in Costa Rica.

PAM Family Day would be held at Bukit Merah Laketown, on 20 December 2008.

Themes of **AM**: Dec-Jan: **Education**; Feb-Mar: **Heritage**; Apr-May: **Sustainability**; Jun-Jul: **Houses/Residential**; Aug-Sept: **Mix**.

Council agreed to **invite academics** to contribute articles in AM.

PAM Sustainability Committee had a fruitful meeting in Australia to study **Australia's Green Mark**. The visit to Singapore's Building Construction Authority to study the **Singapore Green Star** was equally productive.

The Committee received positive response from the industry partners for the Malaysian **green rating scheme**.

Senator The Honourable Penny Wong, Minister of Climate Change and Water Australia, had accepted PAM's invitation to give a keynote address on 3 January 2008.

PAM Bowling Tournament was held on 22 November 2008 at Pin Junction, The Curve. The sponsors expressed satisfaction on the event and would continue to sponsor next year.

Council approved the following nominations of PAM representatives for the respective **Working Groups to amend the UBBL** under Jabatan Kerajaan Tempatan of the Ministry of Housing and Local Government: Working Group on - Construction (Ar Sarizal Yusman); Structure (Ar Dr Tan Loke Mun/Ar Laurent Lim); Process and Planning Submission (Ar Abu Zarim, Ar Chan Seong Aun); Fire Prevention (Ar Terenze Tee).

The Government's **Scale of Fees** had been revised and approved by the Ministry of Finance in February 2008.

Pada tahun 2008 Jabatan Bomba dan Penyelamat Malaysia mewartakan satu pengumuman berkaitan Pelan Akitektural dan Pelan Mekanikal dan Elektrikal yang lazim dikemukakan kepada Jabatan berkenaan. Butiran lanjut mengenai pengumuman tersebut adalah seperti berikut:

Pengemukakan Pelan Bangunan untuk Kelulusan Cadangan Pemajuan ke Jabatan Bomba dan Penyelamat, Malaysia

Dengan hormatnya merujuk kepada perkara tersebut di atas adalah berkaitan.

Sebagaimana pihak tuan sedia maklum, Jabatan ini berfungsi sebagai salah satu daripada Jabatan Teknikal yang terlibat secara langsung dalam kelulusan Permohonan Pelan Bangunan melalui sokongan kepada Pihak Berkuasa Tempatan (PBT). Bagi tujuan tersebut, prosedur semasa mensyaratkan jumlah perenggu pelan lengkap yang perlu dikemukakan dalam setiap permohonan ke Jabatan ini ialah empat (4) perenggu bagi Pelan Akitektural dan tiga (3) perenggu bagi Pelan M&E (Mekanikal dan Elektrikal).

Selaras dengan usaha Kerajaan untuk melaksanakan penambahbaikan sistem perkhidmatan kerajaan, berkuatkuasa mula **01 Oktober 2008**, jumlah perenggu pelan yang disyaratkan untuk pengemukakan permohonan cadangan pemajuan untuk kedua-dua kategori pelan (Akitektural dan M & E) dikurangkan kepada **dua (2) perenggu sahaja**. Bagi setiap Pelan Bangunan yang diluluskan, seperenggu pelan akan disimpan oleh Jabatan bagi tujuan rujukan dan rekod manakala seperenggu akan diserahkan kepada pihak pemohon.

Sehubungan itu mohon kerjasama tuan untuk memaklumkan perkara ini kepada semua ahli yang berkenaan.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah.

DATO' HAMZAH BIN ABU BAKAR
Ketua Pengarah Jabatan Bomba dan Penyelamat, Malaysia

Other Highlights

1 November 2008

The Making of Royal Bank of Scotland

Speaker Ar Laurent Lim
PAM Centre, KL



Ar Laurent Lim



Participants at the seminar

20 November 2008

Visit by Nigeria Economic Council
PAM Centre, KL



From left En Faizalkhan (MATRADE), Ar Tan Pei Ing, Mr Anani, Ar Boon Che Wee, Mr Lawal, Ar Dato' Hj Esa Mohamed and Ar Wan Sofiah



From left Mr Lawal, Mr Anani and En Faizalkhan

26 November 2008

Design Lecture Series
Contextual Simplicity
Speaker Mr Zhang Lei
Muzium Negara, KL



Mr Zhang Lei



Mr Zhang Lei with Ar Lee Chor Wah

29 November 2008

Quality Management and ISO 9001:2000 Standard
Speaker Ir Laxana Naidu
PAM Centre, KL



Ir Laxana Naidu



Participants at the seminar

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