

## BCA Quality Mark (QM)

BCA Quality Mark (QM) for Good Workmanship Scheme was launched in 2002 to help developers meet rising expectations of homeowners for better quality homes.

Under this scheme, BCA assesses every unit of newly completed residential projects. QM certificates are issued to individual units that achieved the specified workmanship quality standards.

To date, about 97,000 units have committed to QM assessment.

## QM Areas of Check



- 100% checks for Internal Finish Assessment, all units
  - Unit threshold score
  - Allow for re-score
- 100% Water Ponding Test for all Bathrooms found in units.
- Inspection on installations and method statement for key trades to help contractor identify gaps and areas for improvement at the earlier stage of construction.

## Quality Mark Award Tiered Rating

For projects that exceed the specified minimum standards, they will be accorded "MERIT", "EXCELLENT" or "STAR" rating subject to qualifying performance as follows:

QM Rating	Average QM Unit Score*	Overall Water-tightness Test Passing Rate
Star	85 Points and above	100%
Excellent	83 to < 85 Points	99% and above
Merit	80 to < 83 Points	98% and above

\*Rating based on initial assessment. Subsequent re-scores, though allowed, are not considered in computation.

A Project's QM tiered rating may be downgraded if there is/are valid complaint(s) on major workmanship defects received by BCA e.g. window/wall seepage, interfloor leakages, functionally deficient doors/windows etc.

The developer and builder of the qualified project will each receive a certificate for their achievement.

## Assessment Criteria

The assessment criteria and workmanship standards are based on the standards applicable to works in the unit as in the BCA's Construction Quality Assessment System (CONQUAS)®. Each unit that achieves the specified standard will be issued a QM certificate. Contractor is required to clear all major defects highlighted during the assessment before the unit is QM certified.

## Benefits of QM

- Independent unbiased assessment by 3rd Party.
- Ensure project delivers "Quality" product to meet homeowner's expectations.
- Instill discipline in builder to achieve higher quality standard.
- Smoother handing-over during DLP
  - Lower rectification cost
  - Minimise inconvenience to homeowners
  - Higher customer satisfaction
- Enhance developer/builder's branding.
- Eligible for CONQUAS Bonus Point (9th Edition).
- National Recognition-BCA Awards
  - Construction Excellence Awards
  - Quality Excellence Awards

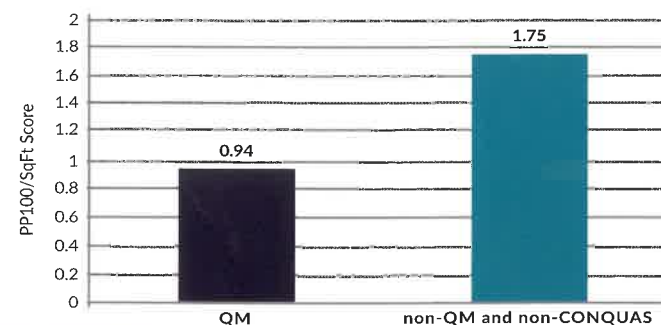
\* Participation in Quality Mark (QM) projects a pre-requisite for registration of certified personnel in Certified Quality Mark Manager (CCQM) scheme.

## BCA Quality Benchmark Study Overall Satisfaction with Quality of Workmanship (survey by J.D. Power 2015)

41 Private Residential Properties  
11, 098 Dwelling Units Surveyed

### Survey Finding #1

QM Properties experienced significantly few defects than non-QM/CONQUAS projects.

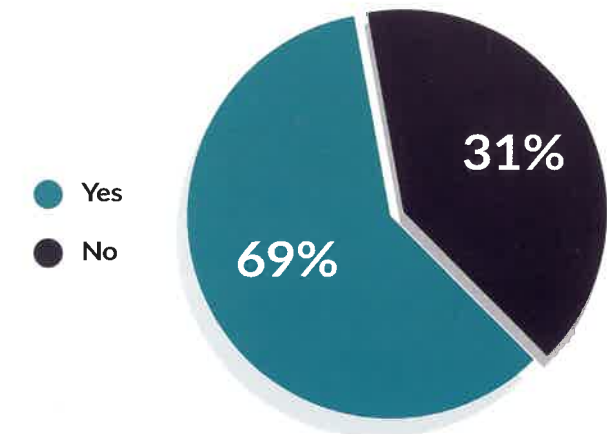


Average PP100/Sqft- 1.05	PP100/Sqft
QM	0.94
Non-QM and Non-CONQUAS	1.75

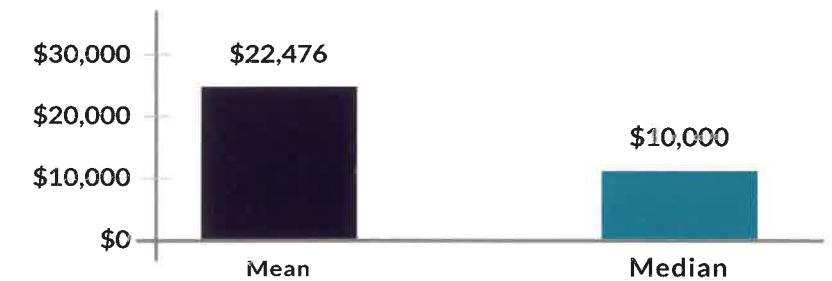
- PP100=Number of problems experienced per 100 units for that property/developer/market.
- The lower the score, the higher is the quality.

### Survey Finding #2

Percentage of home buyers that are willing to pay more for a project that is Quality Mark (QM) certified.



Mean/Median amount home owners are prepared to pay for Quality Mark (QM) home



## BCA Quality Housing Portal

Search for BCA Quality Housing Portal now!



- Quality Housing Portal was launched on 19 Sep 2017.
- CONQUAS® scores and QM rankings were made more accessible to the general public.
- Homebuyers can compare the quality performances of developers, builders.

## Compliments from Proud Homeowners

**Mr Ang Chee Meng – Satisfied Homeowner at Livia Condominium:**  
“I’m writing to express my satisfaction with CDL’s workmanship for my unit and also the overall design and landscaping for LIVIA. The finishing is good and fixtures are of good quality. I’m glad my first private property is with CDL, which has lived up to its reputation as a leading developer in Singapore. My pleasant experience with LIVIA has definitely influenced my choice when I decided to buy my second home.”

**Mr Hansen Tan – Satisfied Homeowner at Hundred Trees:**  
“The quality of finishes at Hundred Trees is impeccable, for example the cabinets give us a very solid feel and the internal materials used in the toilets and flooring win praises by our visitors all the time!”

**Mr Liew Kai Zee – Satisfied Homeowner at The Interlace:**  
“I bought a unit at Interlace during its launch. I was then attracted by the radical and unique architectural design. What surprised and impressed me were beyond that when I finally collected my keys last year. There was an intelligent use of space. Light and air were flowing freely through the lush green landscape. The quality of the finishing exceeded my expectations. Most importantly, careful considerations were given to blend aesthetics with functionality and utility. I am indeed a happy and proud owner of Interlace.”

## Industry Survey Findings on Benefits of QM<sup>1</sup>



1. Independent survey carried out by Frost & Sullivan in 2017.
2. Survey respondents are developers, builders and architectural firms.

## Who Should Apply?

Developers and builders who aspire to deliver quality residential homes.

## Preparation for QM Scheme

Developers and consultants are advised to attend the CONQUAS® training for Developers and Consultants conducted at BCA Academy. Builders and sub-contractors are advised to attend the CONQUAS® Training for Builders conducted at BCA Academy. These sessions prepare and equip attendees with essential knowledge on CONQUAS® and how to do well for the assessments.

After attending the course for CONQUAS® Training (Builder/Developers/Consultants), attendees are also encouraged to attend the Certified QM/CONQUAS® Managers course provided by BCA Academy. The course aims to equip the participants with necessary knowledge to enable the participants to effectively implement Quality Management System (QMS) and achieve better Quality Mark (QM)/CONQUAS® score. Complimentary training are provided for all CONQUAS® application.

Information and applications forms for the courses can be located at the following website:



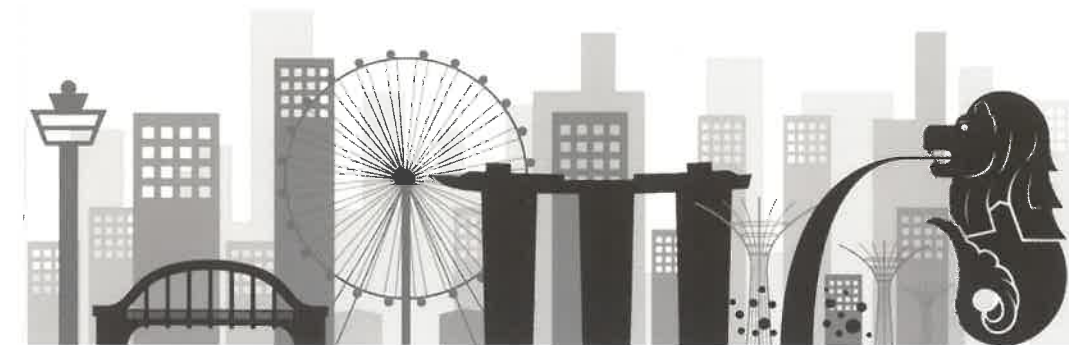
For more information or clarifications on Quality Mark, you may contact:

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**BCA QUALITY MARK**



We shape a **safe, high quality, sustainable** and **friendly** built environment.