

EFFECTS ON QUALITY

68. The 50 Quality Housing Initiatives cover all essential aspects of delivery of quality public housing, from site specific design approach, procurement strategies, contract arrangements and specifications, supervision to completion, partnering and customer services. These reform measures bring about strengthening in all these essential aspects, both on the side of the HA and other stakeholders. By embarking these reform measures, we are well in place to ensure product quality and better services to our customers.

69. Fostering a quality culture in the construction industry, which requires a change of mindset among all stakeholders, is a long-term process. It may take some time before the full effect of the Quality Reform can be realized. However, with the 50 QHIs progressively implemented in our projects, their effects have gradually been manifested in the quality of our end products and the services to our customers. To this end, Housing Authority's production in 2000/01 reached a record high of 89,000 flats, but complaints on building defects dropped by 30% when compared to the year before. Building Contractors' output quality performance scores have achieved a further improvement of about 10% up to end-December 2001. Some contractors have also received compliments about their products direct from our customers. These achievements can be attributed to the various reform measures particularly the strengthened site supervision, by the Authority, the consultants and the contractors, as well as the dedication and efforts of the Department's staff to uphold acceptance standards.