EVALUATING DOCUMENT QUALITY IN CONSTRUCTION PROJECTS – SUBCONTRACTORS’ PERSPECTIVE

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Abstract
It is widely acknowledged that errors and omissions in project documentation are an underlying cause of inefficiency in the construction industry. This study played focus on subcontractors that were largely overlooked in document quality related studies. Questionnaire survey and semi-structured interviews were undertaken with subcontractors in order to identify the attributes that underpin quality in documentation, and how document quality could be measured. Results of the study reveal that document quality still presents one of critical issues despite extensive studies and associated recommendations in last two decades. It is also found that subcontractors value completeness, accuracy and conformity as the most important attributes of project documentation. The quantum of Requests for Information submitted, variations and revisions to design and shop drawings are suggested as both symptoms and consequences of poor quality documentation. Factors that appear to influence the quality of documentation on projects, according to subcontractors, include a lack of coordination between design disciplines, reliance upon generic specifications and the provision of voluminous, and irrelevant documentation. More efforts are required to breakdown these barriers such as adopting web-based document management systems.

Keywords
Document quality, evaluation, subcontractor, construction industry

INTRODUCTION
An efficiently functioning construction industry is essential to the economic, social and environmental sustainability of society (Lam et al., 2011; Pacheco-Torgal and Jalali, 2012). However, the industry is marred by poor performance when compared with other sectors, such as agriculture, mining and manufacturing. This is by no means a recent phenomenon; there is an overwhelming body of knowledge on the various issues that influence the performance of the building and construction industry. One of the most significant underlying causes of project inefficiency is