

**FEASIBILITY OF ISO 9000  
QUALITY MANAGEMENT STANDARDS TO  
THE DEPARTMENT OF IRRIGATION  
SRI LANKA**

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## ABSTRACT

International Organization for Standardization (ISO) has developed series of standards and guidelines popularly known as ISO 9000 to enable any organization to develop Quality Management System for that particular organization. Application of this system as a management technique enables to reduce the undisciplined use of resources of human and machine power, material and time. Quality Management as a managerial tool is being applied in many manufacturing organizations today in Sri Lanka. In the construction industry public as well as the private sector, requirement of application of the ISO 9000 quality management has not been fully identified so far and the Department of Irrigation is not an exception in this regard. To study in detail the present quality practices prevailing in the divisional level of the Irrigation Department, with reference to the most appropriate clauses of ISO 9001 standards, a questionnaire survey was carried out.

The basic requirement of the ISO 9000 quality management system is the development of a set of documents namely Quality Manual, Quality Procedures and Work Instructions and Project Quality Plans for any new project. Implementation of the documented system with necessary modifications when required is simply the application of ISO 9000 series. It is evident from this survey, the practices in related to quality within the Department of Irrigation far behind the ISO 9000 system

Awarding contracts to the lower grade contractors of lesser technical knowledge and experience is very common in all the divisions. Obtaining quality works relevant to the ISO 9000 requirements from such groups seems to be very difficult. Selection of contractors especially with quality management capabilities is an urgent need to maintain the quality standards of the construction works related to irrigation system development.

This study revealed that the development of a quality system in accordance with ISO 9000 standards and implementation is a need for the Irrigation Department for further improvement of quality all the activities. Development of a Quality Policy and commitment of the entire staff of the Irrigation Department from the senior management to the field level in this respect would facilitate to achieve the objectives.

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# TABLE OF CONTENTS

	PAGE
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
ABBREVIATIONS	viii
LIST OF TABLES	ix
LIST OF FIGURES	x
<b>CHAPTER 01 – INTRODUCTION</b>	<b>01</b>
1.1 Back Ground	01
1.2 The Concept of Quality	01
1.3 The Need for Quality	02
1.4 Quality standards	03
1.5 Objectives	04
1.6 Methodology	04
1.7 Main findings	04
<b>CHAPTER 02 – LITERATURE REVIEW</b>	<b>05</b>
2.1 Introduction	05
2.2 Three Levels of Quality	06
2.3 Expectations of Quality Management	07
2.4 Introduction to ISO 9000	07
2.5 ISO 900 Quality Management System	08
2.6 Quality System Development	09
2.7 ISO 9000 in Sri Lanka	10
2.8 Quality System Certification Scheme in Sri Lanka	10
2.9 ISO 9000 in Construction	11
2.10 Development of a Quality System	12

**CHAPTER 03 – PREPERATION OF THE QUESTIONNAIRE WITH  
REFERENCE TO MOST APPROPRIATE CLAUSES  
OF ISO 9001:1994 STANDARDS TO VARIFY THE  
EXISTING QUALITY PRACTICES IN THE DEPARTMENT  
OF IRRIGATION 14**

3.1	Introduction	14
3.2	Areas Covered	14
3.2.1	General	14
3.2.2	Management Responsibility	16
3.2.3	Quality System	16
3.2.4	Contract Review	17
3.2.5	Design Control	18
3.2.6	Document Control	18
3.2.7	Purchasing	19
3.2.8	Materials Supplied by the Department of Irrigation	20
3.2.9	Product Identification and Traceability	21
3.2.10	Construction Process Control	22
3.2.11	Inspection and Testing	23
3.2.12	Control of Measuring and Test Equipment	25
3.2.13	Inspection and Test Status	26
3.2.14	Control of Non Conforming Products	26
3.2.15	Corrective Action	27
3.2.16	Handling, Storage, Packaging and Delivery	28
3.2.17	Quality Records	29
3.2.18	Training	29

**CHAPTER 04 – COMPARISON OF QUALITY PRACTICES OF THE  
IRRIGATION DEPARTMENT WITH ISO 9000  
STANDARDS**

**31**

4.1	Introduction	31
4.2	Analysis of Individual Questions	33
4.2.1	General Profile of Contractors and Value of Contracts	33
4.3	Management Responsibility	34
4.4	Quality System	36
4.5	Contract Review	37
4.6	Design Control	38
4.7	Document Control	40
4.8	Purchasing	41
4.9	Material or Product Supplied by the Irrigation Department	43
4.10	Product Identification and Traceability	45
4.11	Construction Process Control	47
4.12	Inspecting and Testing	49
4.13	Control of Measuring and Test Equipment	52
4.14	Inspection and Status	55
4.15	Control of Non-Conforming Products	56
4.16	Corrective Action	58
4.17	Handling, Storage, Packaging and Delivery	59
4.18	Quality Records	59
4.19	Training	61
4.20	Summary	62

<b>CHAPTER 05- APPLICATION OF ISO 9000 QUALITY MANAGEMENT SYSTEM TO THE DEPARTMENT OF IRRIGATION</b>	<b>64</b>
5.1 Introduction	64
5.2 Benefits of Quality Management	65
5.3 Current Quality Practices of the Irrigation Department	66
5.4 Development of a Quality System	66
5.4.1 Quality Manual	66
5.4.1.1 Table of Contents	67
5.4.1.2 Distribution List	67
5.4.1.3 Revision List	67
5.4.1.4 Control Policy of the Manual	67
5.4.1.5 Brief Description of the Department of Irrigation	68
5.4.1.6 Quality Policy	68
5.4.1.7 Quality Objectives	68
5.4.1.8 Organization Structure	69
5.4.1.9 Responsibilities	69
5.4.1.10 Management Representative	70
5.4.1.11 Management Review	70
5.5 Quality Procedures	71
5.6 Work Instructions	71
5.7 Project Quality Plan	72
<b>CHAPTER 06- CONCLUSIONS AND RECOMMENDATIONS</b>	<b>73</b>
6.1 Conclusions	73
6.2 Recommendations	75
<b>REFERENCES</b>	<b>77</b>
<b>APPENDIX A: Quality Procedure</b>	<b>i</b>
<b>APPENDIX B: Questionnaire</b>	<b>xii</b>

## ABBREVIATIONS

Ag.No.	Agreement Number
BOI	Board of Investment
BOQ	Bill of Quantities
BSI	British Standards Institute
BVQI	Bureau Vattitas Quality Institute
CF	Consolidated Fund
CIE	Chief Irrigation Engineer
CPM	Critical Path Method
DAS	Department of Agrarian Services
DDI	Deputy Director of Irrigation
FOO	Farmer Organizations
ICTAD	Institute for Construction Training and Development
ID	Irrigation Department
IE	Irrigation Engineer
ISO	International Organization for Standardization
M/C	Moisture Content
MASL	Mahaweli Authority of Sri Lanka
MR	Management Representative
NGO	Non Governmental Organization
PED	Provincial Engineering Department
RW&C	Regional Works and Construction
SLSI	Sri Lanka Standards Institution
ST	Soil Tester
TA	Technical Assistant



## LIST OF TABLES

	PAGE
3.1 Grading of Construction Contractors	15
4.1 Profile of Contractors and Number of Contracts handled by Contractors	33
4.2 Number of Contracts and value of Contracts as a percentage	34
4.3 Management Responsibility	35
4.4 Quality system	36
4.5 Contract Review	37
4.6 Design Control at Divisional Level	38
4.7 Document Control	40
4.8 Market price of Cement	42
4.9 Purchasing pattern of Contractors	42
4.10 Material or Product Supplied by Irrigation Department	45
4.11 Product Identification and Traceability	47
4.12 Process Control at Divisional Level	48
4.13 Inspection and Test Procedure of Construction Work	51
4.14 Control Procedure Measuring and Test Equipment	53
4.15 Instrument Calibration	54
4.16 Inspection and Test Status	55
4.17 Control of Non-conforming Products	57
4.18 Corrective Action	58
4.19 Handling , Storage, Packaging and Delivery	59
4.20 Quality Records	61
4.21 Training	62

## LIST OF FIGURES

	<b>PAGE</b>
2.1 Quality System Model	09
3.1 Construction Process Model	22
4.1 Map Showing the Irrigation Engineer's Divisions of Questionnaire Posted and Responded	32



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