

QUANTITY SURVEYOR'S INTERNATIONAL CONFERENCE 2024

Prosperity – Trust and Respect

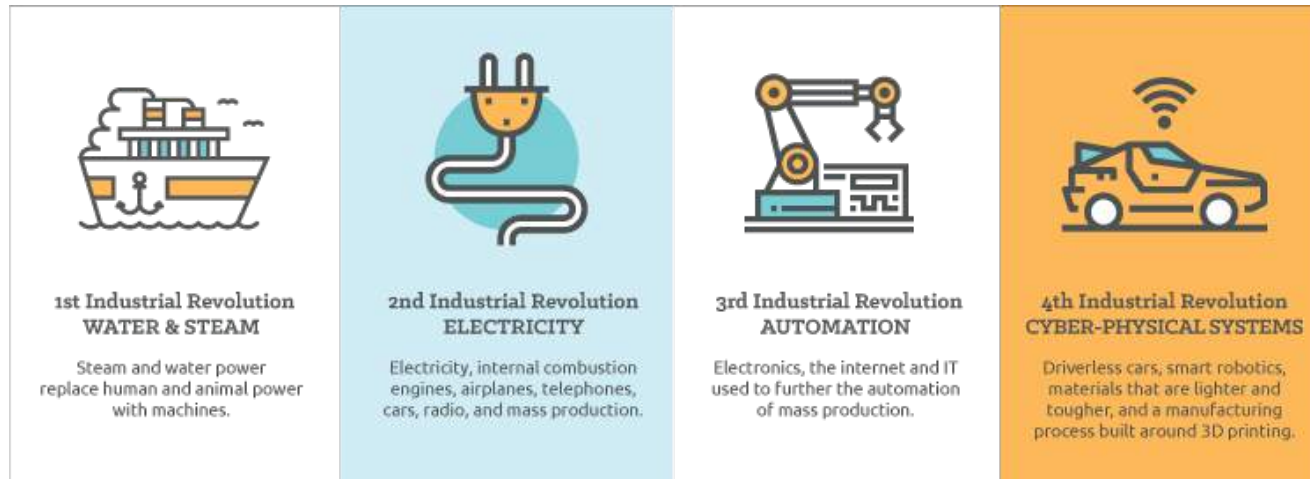
Prepared and Presented by:
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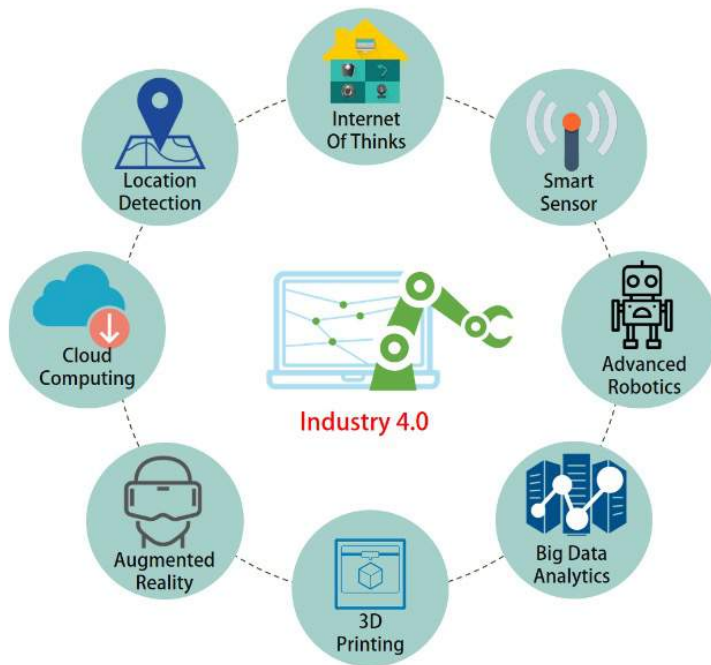
CONTENT

- ✓ SHIFTING WORLD ORDER/ FUTURE
- ✓ TRUST AND RESPECT
- ✓ VALUE CREATION

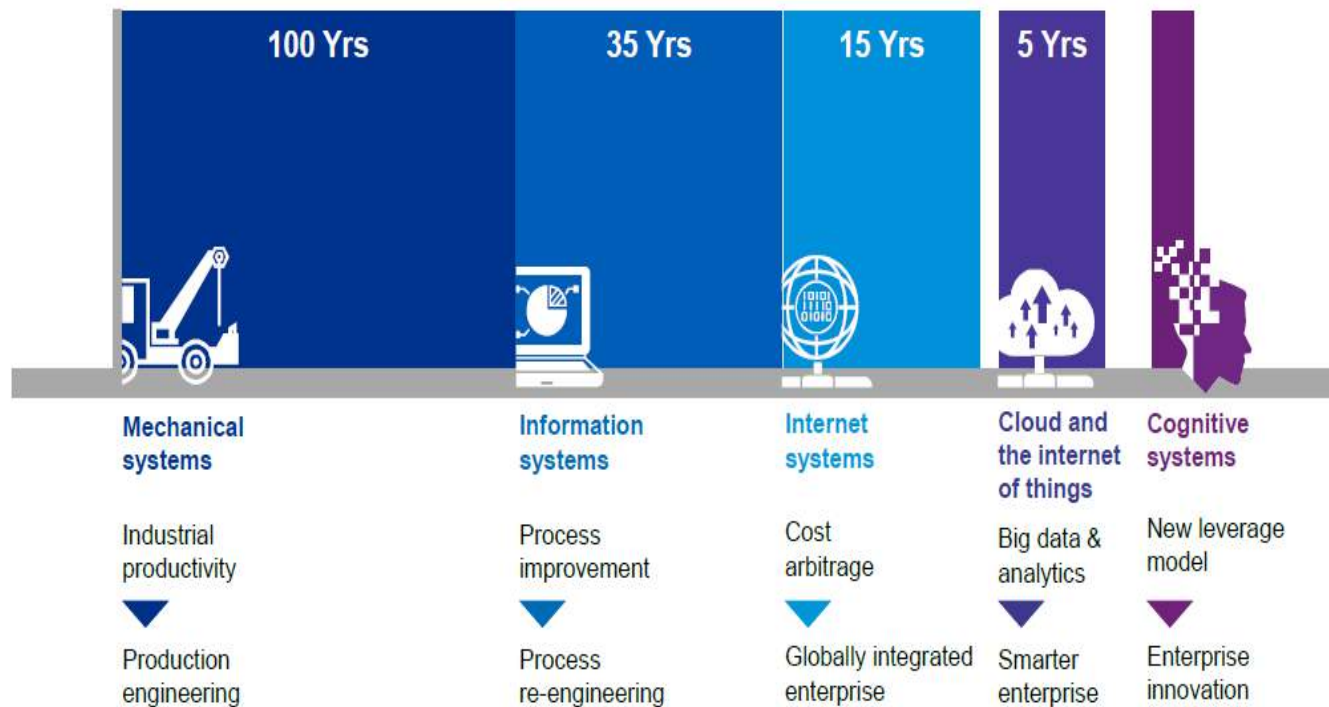
ADVANCEMENT OF TECHNOLOGY



INDUSTRY 4.0 FRAMEWORK - THE DIGITAL TECHNOLOGIES



Transformation with Workforce Models



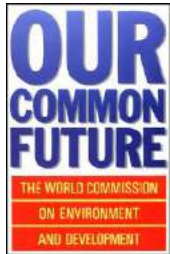
Cognitive systems mimic human brain functions



- 1 Perceive**
(interpret sensory input beyond traditional data)
- 2 Reason**
(hypothesize, weigh supporting evidence)
- 3 Learn**
(improve confidence levels with experience)

Creativity. Emotional intelligence
Contextual understanding
Intuition. Common sense.
Abstract reasoning Interpersonal
skills Adaptability to change,
imagination and free will and ethical
decision-making

Imperative Planetary Responsibilities



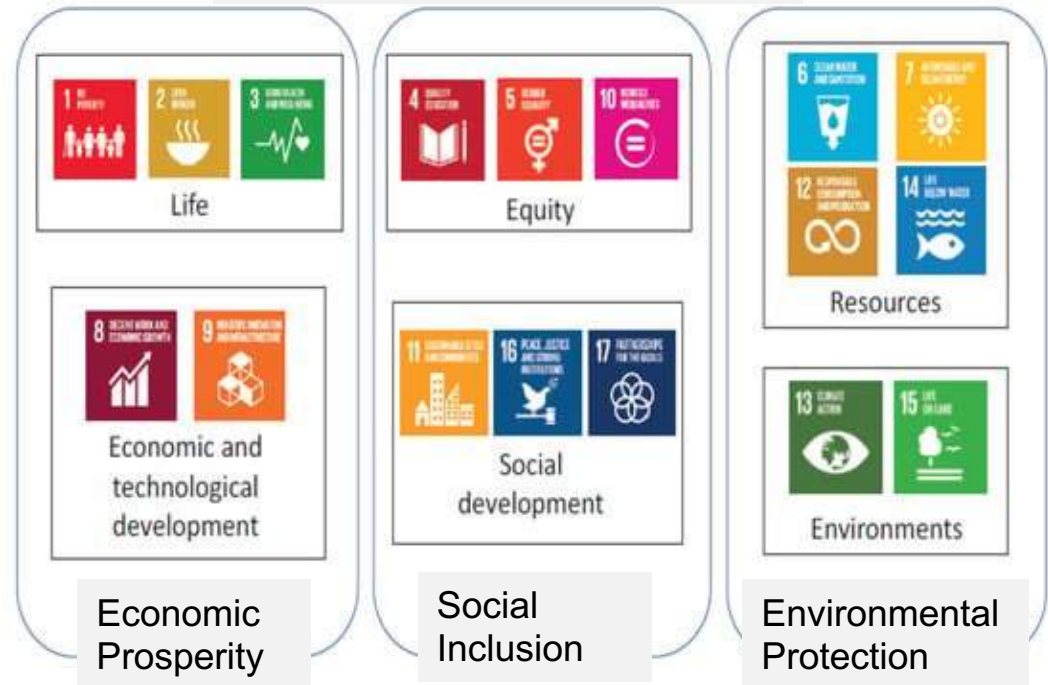
Formally known as the World Commission on Environment & Development (WCED), the mission of Brundtland Commission is to unite countries to pursue sustainable development together. This report coined the term and established the meaning of “Sustainable Development”.

“The human ability to ensure that the current development meets the needs of the present without compromising the ability of future generations to meet their own needs”

Brundtland Commission, 1987



3 CORE ELEMENTS



Sustainable Development Goals (2015 – 2030)

- Aim to transform our world with regards to human development
- By 2030 people enjoy health, justice & prosperity

ESG



ENVIRONMENTAL

Climate change strategy,
Biodiversity,
Water efficiency,
Energy efficiency,
Carbon intensity,
Environmental
management system



SOCIAL

Equal opportunities,
Freedom of association,
Health and safety,
Human rights,
Customer &
products responsibility,
Child labour



GOVERNANCE

Business ethics,
Compliance,
Board independence,
Executive compensation,
Shareholder democracy

an organization's impact on the climate like its greenhouse gas emissions, and its management team's stewardship over natural resources like fresh water

It seeks to understand how well leadership manages relationships with stakeholders

Stakeholders are increasingly taking note that a healthy corporate governance function can make or break progress in the "E" and the "S" realms

ESG = A framework to measure and quantify the degree an organisation is operating in a sustainable and ethical manner.



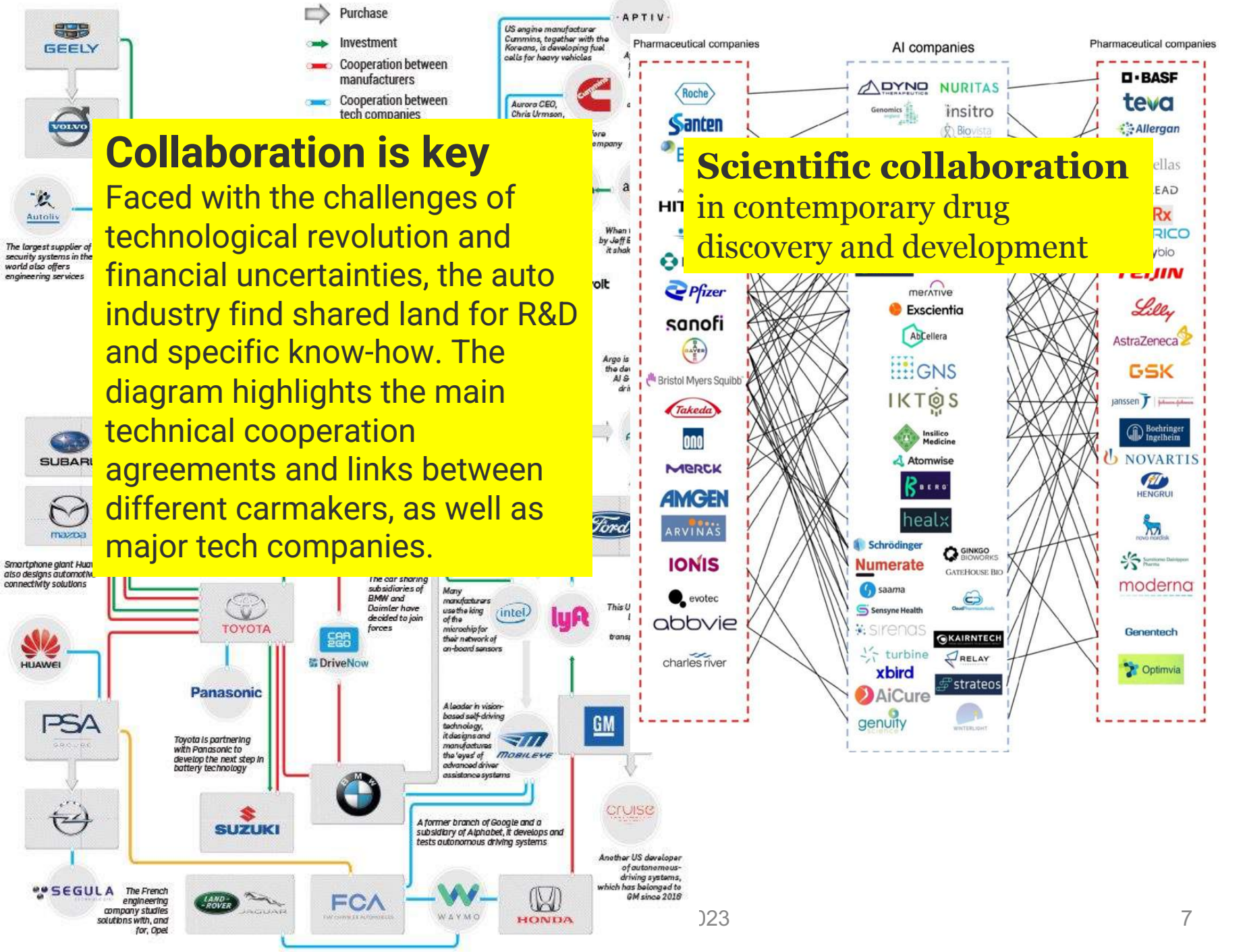
Investment

Cooperation between manufacturers

Cooperation between tech companies

Collaboration is key

Faced with the challenges of technological revolution and financial uncertainties, the auto industry find shared land for R&D and specific know-how. The diagram highlights the main technical cooperation agreements and links between different carmakers, as well as major tech companies.

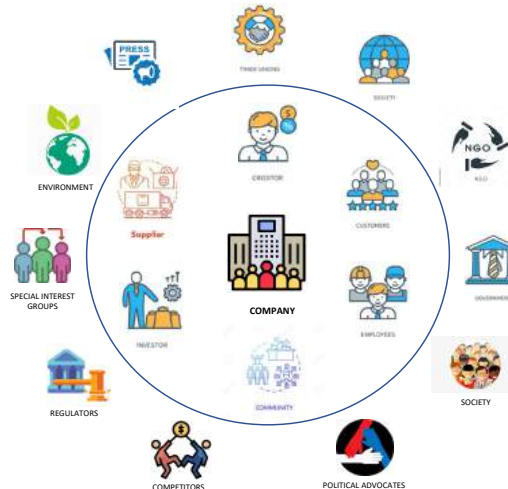
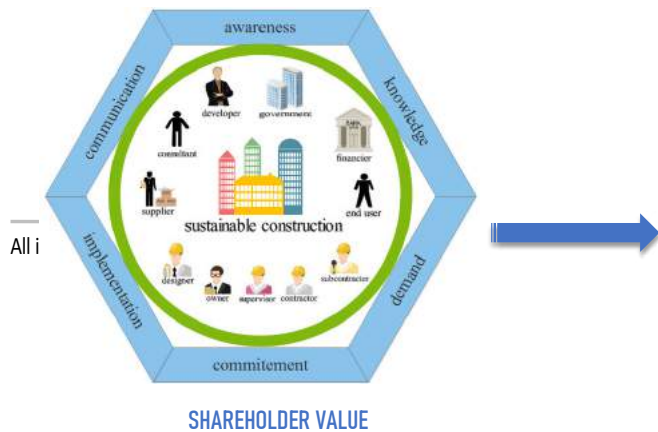


Scientific collaboration in contemporary drug discovery and development



Ed Freeman, University of Virginia; 1984

- **Narrowly speaking:** Stakeholders are ALL those identifiable groups or individuals on which the organization depends for its survival, sometimes referred to as primary stakeholders – stockholders, employees, governments, customers, suppliers.
- **Broadly speaking:** A Stakeholder is ANY identifiable groups or individual who can affect or is affected by organizational performances in terms of its products, policies and work processes. Therefore, public interest groups, local communities, government agencies, competitors, associations, unions, and the press are organizational stakeholders!



WHAT	HOW	
SUCCESS CRITERIA	SUCCESS FACTORS	
Stakeholders' appreciation	Team and leadership Project manager Communication Stakeholder management	HUMAN MANAGEMENT
Meets required Quality	Planning Scheduling Monitoring and control Quality management Risk management Contracting	PROCESS
Completes within Time	Contractor Technical Innovation	CONTRACT & TECHNICAL
Completes within Cost	Organizational structure Financial resources Policy and strategy Learning organization External environment	ORGANIZATION

WORLD ORDER

- Disrupt or Be Disrupted
- Change and innovate
 - Technology – shift focus from economic to societal value
 - Workforce model focus on cognitive skills
 - SDG – to make human live better
 - ESG – social elements takes centre stage
 - Collaboration with others
 - Businesses to maximise value for stakeholders
 - Studies concludes the critical factor of human management

TRUST & RESPECT

The pillars that are crucial in constructing this sustainable future: Prosperity, Trust, and Respect.

1. Prosperity:

In our pursuit of a sustainable future, we recognize that prosperity is not merely financial wealth, but a holistic well-being that encompasses economic, social, and environmental factors. As quantity surveyors, we play a pivotal role in shaping projects that contribute to the prosperity of communities and nations. Our responsibility extends beyond cost management; it includes fostering economic growth, job creation, and the development of resilient infrastructures. Embracing innovative practices and sustainable technologies will not only enhance project efficiency but will also contribute to the prosperity of generations to come.

2. Trust:

To build a sustainable future, trust is the cornerstone. Trust between stakeholders, communities, and professionals ensures the success and longevity of our projects. As quantity surveyors, we must uphold the highest standards of integrity, transparency, and accountability in our practices. Building trust is an investment that pays dividends in the form of enduring relationships and successful outcomes. In a world where trust can be fragile, our profession must be a beacon of reliability. Accurate cost assessments, ethical decision-making, and clear communication are the building blocks of trust. Let us commit to earning and maintaining the trust of our clients, partners, and the public as we navigate the complexities of sustainable development.

3. Respect:

Respect is the bridge that connects prosperity and trust. It is the acknowledgment of diverse perspectives, cultures, and expertise that fosters collaboration and innovation. In the realm of quantity surveying, respect is not only a courtesy but a necessity for creating solutions that address the unique challenges of each project.

Respecting the environment means adopting sustainable practices, minimizing our carbon footprint, and promoting responsible resource management. Respecting our colleagues involves valuing their expertise and insights, fostering a collaborative spirit that enriches our professional community.

4. Conclusion

In conclusion, under the theme of "Building a Sustainable Future," let us be catalysts for positive change. Let prosperity be our goal, trust our foundation, and respect our guiding principle. Together, as quantity surveyors committed to sustainable development, we can shape a future that is not only economically viable but environmentally conscious and socially equitable. Let us embark on this journey towards a sustainable future with vigor, integrity, and respect.

Trust and respect are foundational elements that intricately shape the dynamics of the construction industry. These two crucial components play a pivotal role in fostering successful projects and nurturing effective relationships among various stakeholders. Here's an exploration of how trust and respect manifest in different aspects of the construction industry:

CLIENT AND CONTRACTOR

- 1.Client and Contractor Relationship
- 2.Contractor-Subcontractor Relationships
- 3.Team Collaboration
- 4.Communication
- 5.Safety and Compliance
- 6.Quality of Work
- 7.Problem Resolution

CLIENT AND PROFESSIONAL

- 1.Expertise and Credibility
- 2.Communication and Transparency
- 3.Meeting Expectations
- 4.Ethical Conduct
- 5.Client Involvement
- 6.Adaptability and Flexibility
- 7.Long-Term Relationship Building

STAKEHOLDER AND AUTHORITIES

- 1.Extent of authorities
- 2.Expertise and Credibility
- 3.Ethical conduct
- 4.Adaptability and Flexibility
- 5.Safety and compliance

Client-Contractor

1.Client-Contractor Relationship:

- Trust:** Clients need to trust that contractors will deliver the project on time, within budget, and according to specifications. This trust is built on a contractor's reputation, past performance, and transparent communication.
- Respect:** Contractors must respect the client's vision, requirements, and budget constraints. Open and respectful communication helps in understanding and meeting client expectations.

2. Contractor-Subcontractor Relationships:

- Trust:** General contractors and subcontractors must trust each other to fulfill their respective roles and responsibilities. This includes relying on subcontractors to deliver quality work within specified timeframes.
- Respect:** General contractors should respect the expertise of subcontractors and provide a collaborative environment. Subcontractors, in turn, should respect the overall project goals and timelines.

3. Team Collaboration:

- Trust:** Team members, including architects, engineers, and construction managers, need to trust each other's expertise to ensure the successful completion of the project.
- Respect:** Each team member brings unique skills and knowledge to the project. Respecting these contributions fosters a positive working environment and encourages collaboration.

4. Communication:

- Trust:** Transparent and honest communication builds trust among project stakeholders. This includes sharing progress updates, addressing challenges, and being upfront about any issues that may impact the project.
- Respect:** Communication should be respectful and considerate of the perspectives and concerns of all stakeholders. Constructive feedback is essential for continuous improvement.

5. Safety and Compliance:

- Trust:** Workers need to trust that safety measures are in place to protect their well-being. Trust in compliance with regulations and standards is crucial for a safe working environment.
- Respect:** Respecting safety protocols and regulations demonstrates a commitment to the well-being of everyone on the construction site.

6. Quality of Work:

- Trust:** Clients trust that the construction team will deliver a project of high quality that meets or exceeds specifications.
- Respect:** Respect for craftsmanship and attention to detail are essential to delivering a quality product. This includes following best practices and industry standards.

7. Problem Resolution:

- Trust:** When issues arise, trust is built through the prompt and effective resolution of problems. This includes taking responsibility for mistakes and

Client - Professional

1.Expertise and Credibility:

- Trust:** Clients seek out professionals for their expertise and expect them to possess the knowledge necessary to address their specific needs. Trust is built when clients believe in the professional's competence and credibility.
- Respect:** Professionals must respect the unique challenges and goals of each client. Demonstrating an understanding of the client's industry and needs fosters respect and enhances the client's confidence in the professional's ability to deliver valuable solutions.

2. Communication and Transparency:

- Trust:** Open and transparent communication is fundamental to building trust. Clients need to feel informed and included in the decision-making process. Professionals who communicate clearly and honestly contribute to a trusting relationship.
- Respect:** Respectful communication involves actively listening to clients' concerns, acknowledging their perspectives, and providing clear and comprehensible information. This respectful approach strengthens the client's confidence in the professional's commitment to their needs.

3. Meeting Expectations:

- Trust:** Clients trust that professionals will deliver on their promises and meet or exceed expectations. This includes delivering projects on time, within budget, and according to agreed-upon specifications.
- Respect:** Professionals must respect the agreed-upon scope of work and client expectations. Adhering to timelines and budgets demonstrates respect for the client's resources and contributes to a positive working relationship.

4. Ethical Conduct:

- Trust:** Clients expect professionals to adhere to high ethical standards. Trust is built when clients believe that professionals will act in their best interests, even when faced with difficult decisions.
- Respect:** Professionals demonstrate respect for clients by maintaining the highest ethical standards in their interactions. Upholding integrity and honesty in all dealings strengthens the foundation of trust.

5. Client Involvement:

- Trust:** Involving clients in the decision-making process and seeking their input builds trust. Clients appreciate being active participants in shaping the solutions provided by professionals.
- Respect:** Professionals respect the client's expertise and perspectives. Collaborative decision-making, where professionals value and integrate client input, fosters mutual respect and trust.

6. Adaptability and Flexibility:

- Trust:** Clients trust professionals who can adapt to changing circumstances and unexpected challenges. The ability to navigate uncertainties while maintaining commitment to the client's goals is crucial for trust.
- Respect:** Professionals show respect for clients by being flexible and



When two persons respect each other, they ...

- ✓ accept that they are different.
- ✓ are polite to each other.
- ✓ talk to each other openly and honestly.
- ✓ follow the legitimate rules of their community.



The Definition of Respect

Respect is tolerant, polite, honest behaviour and compliance with social rules .

If one criterion is not met, it is not respect.

TRUST & RESPECT?

DIRTY, DIFFICULT, DANGEROUS, AND ADVERSARIAL

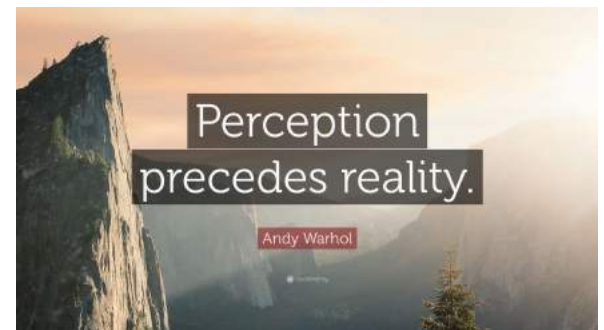
- Demeaning
- Contract - Procedures, Condition precedent, deeming clause
- Not honest
- Claim mentality
- Master and slave



- Demeaning
- CON-sultant
- Over design/ estimates to increase % fee
- Poor professional advice
- Modern day slavery



- Little Napoleans
- Arrogant & Bias
- Does not facilitate
- Work to rule



QS CORE COMPETENCE

COST

Preliminary
Estimates

How accurate are your estimates?
Design to a budget of Budget to a design?
Cost cutting or Value Management?

TENDER

Tender
Admin

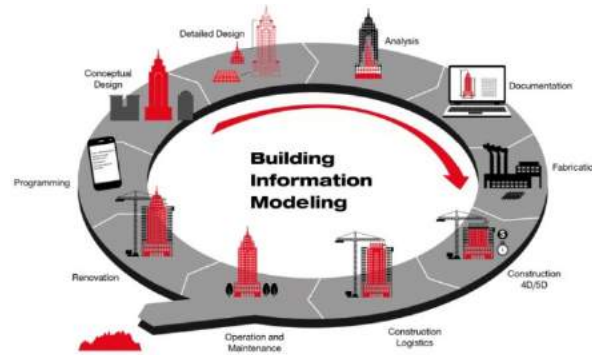
How good is your BQ
TD Incorporate all Client's Needs and Risks?
Tender evaluation bias/ fair/ tool for decision making?

CONTRACT

Contract
Documents

Are you giving contractual advice timeously?
Are your advice as per contractual provisions?
Are you bias in your advice against contractor?

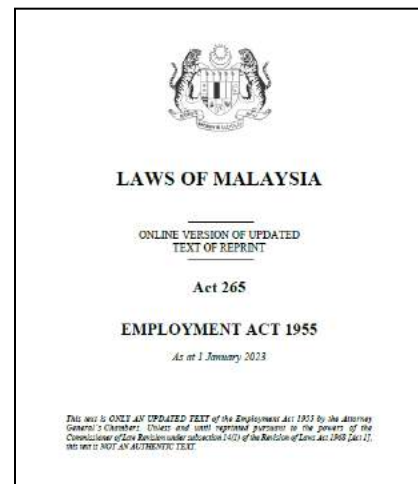
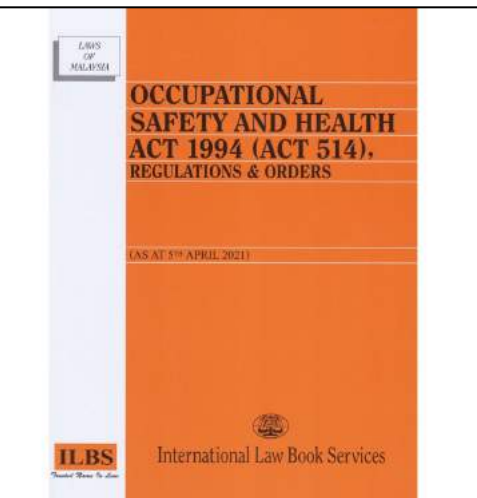
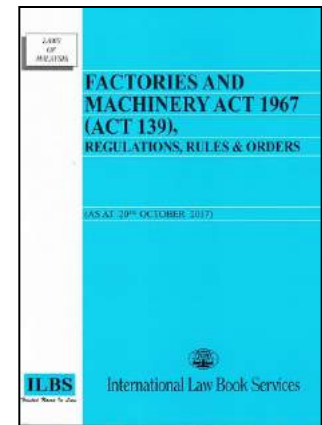
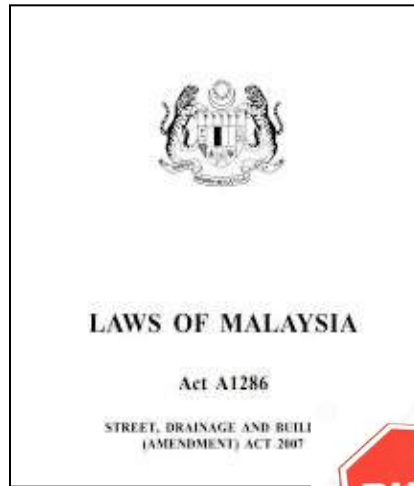
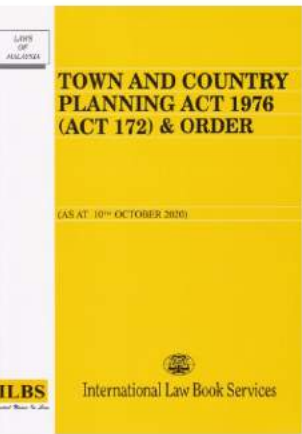
CIDB REQUIREMENTS



WMAIMUN/QSIC2023



LAWS AND REGULATION



WMAIMUN/QSIC2020

Common Causes of Construction Disputes



Inadequately Drafted Contract Terms



Disputes Over Differing Site Conditions



Lack of Proper Risk Management



Disputes Over Quality



Poor Employee Accountability



Disputes Over Payment Claims

PINJANG-
UNDANG
MALAYSIA

**AKTA TIMBANG TARA
2005 (AKTA 646)
ARBITRATION ACT 2005
(ACT 646) &
AKTA PENGANTARAAN
2012 (AKTA 749)
MEDIATION ACT 2012
(ACT 749)**

(HINGGA 10th JUN 2022)

ILBS
Trusted Names In Law


International Law Book Services

klrc
KUALA LUMPUR REGIONAL
CENTRE FOR ARBITRATION
REGIONAL RESOLUTION
GLOBAL SOLUTION

**CONSTRUCTION
INDUSTRY PAYMENT
AND ADJUDICATION
ACT 2012**

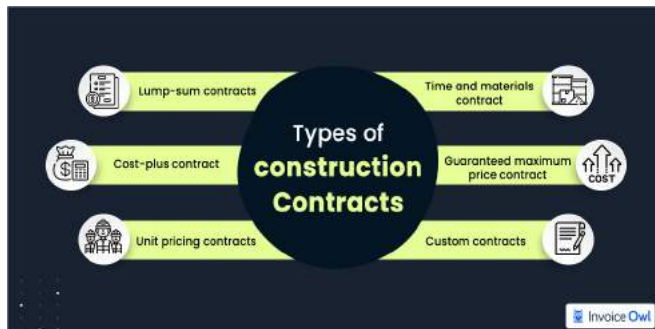
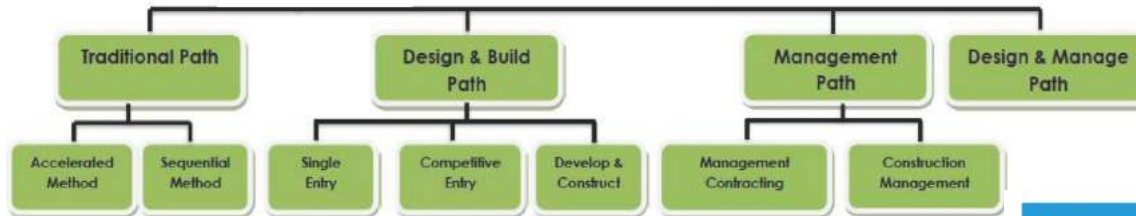
Selecting Relevant Procurement Strategy



Procurement strategy types

- 1 Cost reduction
- 2 Risk management
- 3 Supplier management
- 4 Vendor development
- 5 Global sourcing
- 6 Green purchasing
- 7 Corporate social responsibility
- 8 Total quality management
- 9 Procurement training

Procurement Strategies



Project Delivery Method	Procurement Method	Contract Type
Construction Management at Risk (CMR) <i>also known as CM/GC</i>	Best Value (BVS)	Cost Plus Fee
	Low Bid	Guaranteed Maximum Price (GMP)
Design-Bid-Build (DBB)	Negotiated	Lump Sum (or Fixed Price)
Design-Build (DB)	Qualifications-Based (QBS)	Target Price
	Sole Source (or Direct Select)	Unit Price

PROFESSIONALISM

1. Duty of Care (DOC)

He owed a DOC because there is

- (i) A contract, or
- (ii) A duty of care in tort (A particular relationship that gave rise the need to be careful in their work)

3-Stage Test whether a duty exists:-

- **Stage 1: reasonable foreseeability of harm-** damage due to reasonably foreseeable result of poor work.
- **Stage 2: Neighbour principle-** there must have been proximity of parties
- **Stage 3: fair, just and reasonable to impose liability-** Must be 'fair, just and reasonable' to impose liability.

Payment for professionals include

- Services
- Knowledge
- Experience
- Professionalism
- Accountability
- Professional development
- Tools
- Accuracy
- Guarantee
- Patents
- Safety and security
- Tax obligations

n: Breach must have caused physical or financial loss)

negligence must cause/contribute to damage suffered. There must be a link between the act and the injury on the balance of probabilities by the court. Courts accepted that it is to be decided as a matter of common sense and experience, rather than scientific or mathematical formula.

claimant must have relied on the professional's advice.

plaintiffs' factual evidence on these issues can be difficult with hindsight. What would they have done differently if the professional's advice or work had not been negligent?

Standard of care is in the industry and explain what **should have been done or not done** in relation to each allegation of negligence.

- Court will need to be persuaded by expert that the professional fell below the applicable standard of work.



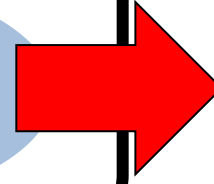
VALUE CREATION

VALUE CREATION

COST

Preliminary
Estimates

Cost Plan &
Final Account

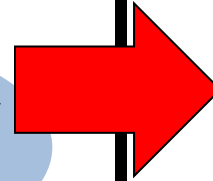


Financial
Management

TENDER

Tender
Administration

BQ & Tender
Documents

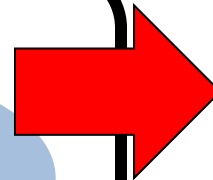


Bespoke
Procurement

CONTRACT

Contract
Documents

Contract
Administration



Contract Expert

VALUE CREATION

INDUSTRY 4.0 FRAMEWORK - THE DIGITAL TECHNOLOGIES

CLIMATE IMPACT
CARBON COST

ESG

EMBRACE TECHNOLOGY
ENHANCE COGNITIVE SKILLS

PROFESSIONALISM

PROCUREMENT
STRATEGY

CIDB Standard Form of Contract for Building Works
2022 – a collaborative initiative

COLLABORATIVE
CONTRACT

UPSKILL

MEDIATOR/
ADJUDICATOR/
ARBITRATOR

TAX ADVISOR

STAKEHOLDER
MANAGEMENT

COST ELEMENTS
ASSESSOR

5D-BIM QS

RULES
CONSTRUCTION
LAW ADVISOR

RECOMMENDATIONS TO NURTURE THE SOUL IN THE SURVEYING PROFESSION

LIFELONG LEARNING

COLLABORATION

NURTURE SOFT SKILLS

BUILD VALUES & ETHICS

IN SEARCH OF THE SOUL IN THE SURVEYING PROFESSION AMIDST
EMERGING TECHNOLOGIES | ROSE ALINDA ALIAS

44

25 SEPTEMBER 2019

CONCLUSION AND NEXT STEPS

The principles that define us as professional – our ethical and technical judgement, the strategic insight we provide to our clients, the deep understanding of the built and natural environments and how these can be shaped toward the greater good – will remain core to our ability to add value as the world evolves



University of Texas at Austin 2014 Commencement Address - Admiral William H. McRaven

If you want to change the world – start with making your bed.
It's the **little things in life that matters**. If you cannot make the
little things right how can you change the world.

LITTLE THINGS THAT MATTERS

- Reduce Reuse Recycle
- Composting
- Use Rain water
- Running water – close that pipe/ reduce flow
- Carry own water bottle instead of buying bottled water.
- Reduce use of paper at work
- Do not litter



LITTLE THINGS THAT MATTERS

VALUE CREATION STARTS WITH YOU

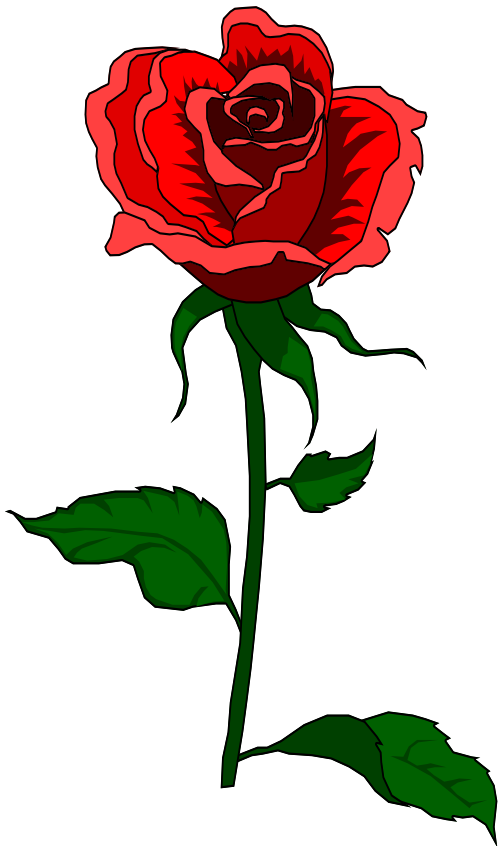
- Value yourself
- BQSM & RISM
- CPD
- Mentors
- Eat well /Reduce sugar
- Exercise / Enough sleep
- No smoking
- Manage emotions and mood
- Wear proper protection at home, work, or play

VALUE CREATION

1. What value creation have I instilled in myself
2. What difference have I made
3. What value do I bring to my company
4. How do I value my staff
5. What have I contributed for the environment

CONCLUSION

1. World order – It's the new normal
2. To earn the trust and respect of the industry we need to give value. The future generation of QS depend on that value creation
3. Based on future trend, role of QS goes beyond Cost, Tender, Contract.
4. Value creation requires upskilling i.e. awareness, knowledge (education+training) & implementation.
5. Little things matters



Thank you