

**VALIDATING THE 'SOFT' ASPECTS OF TQM FOR ISO-9001
CERTIFIED CONSTRUCTION FIRMS IN SOUTH AFRICA**

By

SUGENDRAN NAICKER

A research report to the submitted to the

**UNIVERSITY OF WITWATERSRAND,
SCHOOL OF CONSTRUCTION ECONOMICS AND MANAGEMENT**

in partial fulfilment of the requirements for the award of

**MASTER OF SCIENCE (BUILDING) DEGREE
(PROJECT MANAGEMENT IN CONSTRUCTION)**

August 2018