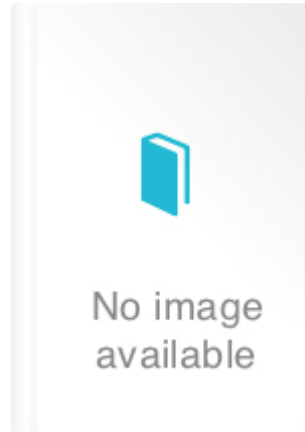


Download Total Quality Management of Construction Firms in South Africa : The Past, Present, and Future

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This book presents an overview of the construction industry in South Africa, including the roles of the major players in South Africa's built environment. In addition, it includes a three-year empirical and theoretical research study on Total Quality Management (TQM) among construction firms in South Africa, which utilizes the theory of diffusion of innovations (TDI) as a theoretical framework for investigating TQM development among local construction firms, while also drawing on the theory of reasoned action (TRA) and planned behavior (TPB) to delineate the adopter categorization that emerged from the TDI. The book will benefit a broader audience, including built environment practitioners (architects, engineers, quantity surveyors, valuers, and project managers), policymakers, academics and research students.

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