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Peter E.D. Love ^a ... Zahir Irani ^b

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Abstract

A prototype Project Management Quality Cost System (PROMQACS) was developed to determine quality costs in construction projects. The structure and information requirements that are needed to provide a classification system of quality costs were identified and discussed. The developed system was tested and implemented in two case study construction projects to determine the information and management issues needed to develop PROMQACS into a software program. In addition, the system was used to determine the cost and causes of rework that occurred in the projects. It is suggested that project participants can use the information in PROMQACS to identify shortcomings in their project-related activities and therefore take the appropriate action to improve their management practices in future projects. The benefits and limitations of PROMQACS are identified.



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Keywords

Quality costs; Rework; Project management; Information system; Prototype

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Dr. Peter E.D. Love is an associate professor in the School of Management Information Systems at Edith Cowan University (Australia). He has an MSc in construction project management from the University of Bath in the UK and a PhD in operations management from Monash University in Australia. He has co-authored/edited four books and has authored/co-authored over 200 internationally refereed research papers, which have appeared in journals such as the *European Journal of Information Systems*, *Information and Management*, *Journal of Management Information Systems*, *International Journal of Production Economics*, *International Journal of Operations and Production Management*, and *International Journal of Project Management*.

Dr. Zahir Irani is a Professor in information systems in the Department of Information Systems and Computing, Brunel University (UK). Dr. Irani serves as a non-executive member to an international academic advisory group for MCB University Press, and is a member of the editorial board of Butterworth Heinemann/Computer Weeklyâ€™ Professional Information Systems Text Books series. He has co-authored a textbook on information systems evaluation, and written over 150 internationally refereed papers, which have appeared in journals such as the *European Journal of Information Systems*, *Information and Management*, *Journal of Management Information Systems*, *International Journal of Production Economics*, *International Journal of Operations and Production Management*, and *International Journal of Project Management*.

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