

## **FREQUENTLY ASKED QUESTIONS ON INTEGRATED CONSTRUCTION QUALITY ASSURANCE (ICQA) SCHEME**

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### **1. What is Integrated Construction Quality Assurance (ICQA) Scheme?**

ICQA is a niche and industry specific standard for the Built Environment (BE) sector. It is an outcome based scheme which places greater emphasis on actual performance of builders. It incorporates flexibility bespoke to the construction sector with the aim to promote the adoption of good industry practices to elevate the performance of firms in the BE sector. ICQA is a framework for firms to develop a system for quality delivery leveraging on technologies with emphasis on defects prevention to achieve customer satisfaction.

### **2. What is the difference between ICQA and ISO management systems?**

ISO management systems are international standards, which are generic and broad-based in nature, and can be applied to any business sector. ICQA is an industry specific standard for the Built Environment (BE) sector. It addresses the unique features of firms in the BE sector and benchmark the firms' performance through a tiered rating system.

### **3. Is ICQA certification compulsory? Is there a need to maintain both ICQA and ISO/OHSAS certification for registration in BCA Contractors Registration System (CRS)?**

All builders are eligible to apply for ICQA. ICQA is a voluntary scheme and not meant to replace the ISO/OHSAS certification requirements for CRS registration. Firms that wish to set higher standard of performance for themselves, could opt for ICQA in lieu of the generic ISO/OHSAS certification. ICQA certified firms need not maintain their ISO/OHSAS certifications for BCA CRS registration.

### **4. What are the ICQA criteria?**

ICQA assessment criteria are published on ICQA website at

<https://www.bca.gov.sg/Professionals/IQUAS/IQUAS/StaticPages/icqa.aspx>

### **5. How is ICQA assessment carried out? What is the duration of the assessment? Who conducts the assessment?**

ICQA assessment takes four man-days and will be conducted by BCA auditors. Prior to the assessment, firms will be required to perform a self-assessment and submit their presentation slides to BCA. On the day of the assessment, firms will start with a presentation session with

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BCA auditors followed by a visit to a project site; where company can present their results and showcase their project site performance. The assessment will be conducted through personnel interviews, site observation and documentation review to verify implementation of the criteria. A report will be given to the firm stating the areas for improvement after the assessment.

### **6. What is the scoring method? Is there a minimum score to be achieved? What are the different tiered ratings?**

Firms need to achieve minimally 50% of the total marks in each ICQA category. Firms which achieved an overall score of at least 50%, 70% and 85% will be awarded 'Certified', 'Merit' and 'Excellent' rating respectively.

### **7. My firm is GGBS certified. Can we combine both ICQA and GGBS audit?**

Yes. Upon request, BCA can combine both the ICQA and GGBS audits

### **8. What are the fees for ICQA?**

The fees for ICQA certification with effect from 1st July 2019 are as follows:

Type of Assessment	Fee (includes 7% GST)
Certification Assessment	\$7,306.00
Renewal Assessment	\$7,306.00
Surveillance Assessment	\$7,306.00

### **9. What is the validity period of the certificate? And will there be any surveillance assessment?**

The ICQA certificate is valid for 3 years. A renewal assessment is required at the end of the 3-year period to maintain the certification. Surveillance assessments will be conducted annually.

### **10. Who can apply for ICQA? How to apply for ICQA?**

All builders are eligible to apply for ICQA. To apply for ICQA, please complete the application form online at <https://www.bca.gov.sg/BcaCertification>. Firms will need to submit the following:

- list of ongoing projects;
- declaration of stop work orders or compound fines for infringements received; and

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- a set of presentation slides or report demonstrating the fulfillment of the assessment criteria.

For information on ICQA, please contact the following:

- Ms Tay Hui Ling at Email: [tay\\_hui\\_ling@bca.gov.sg](mailto:tay_hui_ling@bca.gov.sg)
- Ms Kathy Ong at Email: [kathy\\_ong@bca.gov.sg](mailto:kathy_ong@bca.gov.sg)
- Ms Carol Tan at Email: [Carol\\_TAN@bca.gov.sg](mailto:Carol_TAN@bca.gov.sg)
- Ms Samantha Chong at Email: [Samantha\\_CHONG@bca.gov.sg](mailto:Samantha_CHONG@bca.gov.sg)