

Target Zero Defects

Our construction businesses remain focused on continuous improvement and as part of this drive, our Zero Defects initiative was introduced to keep our construction teams abreast of the latest developments and knowledge sharing mechanisms to facilitate defect-free handovers. The initiative addresses four key areas: prevention, defining & aligning, seeing & acting and snagging. We continue to benchmark ourselves and share best practice with a view to improving our performance year-on-year.



TARGET ZERO



DEFECTS

1. Prevent

prevention is better than cure

2. Define & align

understand client requirements

3. See & act

identify and rectify defective work straight away

4. Snagging focus

focus on effective snagging near handover

