



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2016/2017**

TERBUKA

COURSE NAME : FACILITIES MANAGEMENT
COURSE CODE : BPE 42003
PROGRAMME CODE : BPD
EXAMINATION DATE : DECEMBER 2016 / JANUARY 2017
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **FIVE (5)** PAGES

Q1 (a) Facilities Management (FM) is an integrated of a wide spectrum of organisational core business and support services devoted to the coordination of people, property, business process and technology in achieving sustainable Facilities Management (FM) best practice excellence.

(i) Explain the concept of core business in FM. (3 marks)

(ii) Interpret the concept of support services in FM. (3 marks)

(iii) Explain the concept of Green FM in the context of sustainable FM. (4 marks)

(b) Universitas Indonesia (UI) released its GreenMetric World University Ranking which measures the commitment of universities to the development of environmentally friendly infrastructure. These ranking are based on six groups of criteria.

Discuss **THREE (3)** criteria of GreenMetric World University Ranking and how does the criteria would help Universiti Tun Hussein Onn Malaysia (UTHM) to be the best in the ranking.

(15 marks)

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Q2 (a) Outsourcing is a current trends in the Facilities Management (FM) side of the industry, according to a newly released survey of facilities managers. There are a number of practical reasons why outsourcing may, in certain cases, work to the core business advantage.

(i) Define outsourcing in the context of FM. (3 marks)

(ii) Explain the concept of flexibility in outsourcing. (3 marks)

(iii) Describe how bad publicity can become one of the disadvantages of outsourcing. (4 marks)

(b) The decision to outsource is certainly not one that any organisation should enter into lightly. From the latest FM research findings, ANANO Development Corporation (ADC) discovered that there is a reliable model called 18C's model for a successful long-term outsourcing arrangement.

Outline **FIVE (5)** of the 18C's for the successful long-term outsourcing arrangement for ANANO Development Corporation. (15 marks)

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- Q3** (a) Maha Kumbh Mela is a mass Hindu pilgrimage of faith in which Hindus gather to bathe in a sacred or holy river. The main festival site is located on the banks of a river: the Ganges (*Ganga*), India. Bathing in this rivers is thought to cleanse a person of all sins. This event is the largest mass gathering in the world today and considered as the world's largest congregation of religious pilgrims.
- (i) Define mega event in the context of event management. (5 marks)
- (ii) Explain **FIVE (5)** factors contributing to the human stampede in any mega event. (10 marks)
- (b) In 2013, The Hindu magazine estimated the attendance for Maha Kumbh Mela was 120 million. Certainly, this global mega event is subject to potential threats, delays, vulnerabilities, disruptions in a number of forms. Therefore, KABALIGO Resources is seeking to appoint 50 suitable contrators for the next event of Maha Kumbh Mela to ease the event process.

Propose **FIVE (5)** support services which are potentially most needed and best profits to KABALIGO Resources.

(10 marks)

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Q4 (a) Taking care of patients is what healthcare is all about. The word patient originally meant ‘one who suffers’. Healthcare Facilities Management (HCfm) classified patients into several different types depending on their need.

(i) Define the terminology of Out Patient. (2 marks)

(ii) Define the terminology of In Patient. (2 marks)

(iii) Define the terminology of Tourism Patient. (3 marks)

(iv) Define the concept of Surgical Robotics to the healthcare patients. (3 marks)

(b) The overarching goal for service providers or stakeholders in Healthcare FM (HCfm) according to Havard Business Review: must be improving value for patients. Value is defined as the health outcomes achieved that matter to patients relative to the cost of achieving those outcomes. Better patient value means, more superior customer services received by the patients.

Explain **FIVE (5)** strategies to provide patients with superior customer service from the context of HCfm. (15 marks)

-END OF QUESTIONS-

