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Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2017/2018**

COURSE NAME : FACILITIES MANAGEMENT
COURSE CODE : BPE 42003
PROGRAMME CODE : BPD
EXAMINATION DATE : DECEMBER 2017 / JANUARY 2018
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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THIS QUESTION PAPER CONSISTS OF FOUR (4) PAGES

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Q1 In facilities management organisation, the strategy and operation management play an important role in ensuring that the facilities provided are at their best.

- (a) Explain strategy and operation concept of facilities management. (5 marks)
- (b) Illustrate the relationship between strategy, tactical and operation concept of facilities management. (10 marks)
- (c) Explain the following facilities management influence on the business agenda drivers:
 - (i) Adaptability (3 marks)
 - (ii) Effectiveness (3 marks)
 - (iii) Image (4 marks)

Q2 Discuss the five facilities management models:

- (a) Office Manager Model
- (b) Single Site Model
- (c) Localised Site Model
- (d) Multiple Sites Model
- (e) Public Sector Model (25 marks)



Q3 Facility managers are responsible with operating and maintaining the built environment. Technology plays a big role in this function, and often facility managers are required to install, implement, and use a variety of information technologies such as Building Information Modelling (BIM).

(a) Elaborate the advantages of the application of information technology to the facility management within organization. (10 marks)

(b) Examine **THREE (3)** types of support services for which Building Information Modelling (BIM) system can be used by facilities manager. (15 marks)

Q4 Key Performance Indicators (KPIs) should be designed to track progress and gain relevant insights to help manage and improve performance.

(a) Interpret **FIVE (5)** basic guidelines and selection criteria for identifying, developing and utilizing KPIs in facility management. (10 marks)

(b) Sort out the critical success factors (CSF), key performance indicator (KPI) and performance measurement (PM) from the **Table Q4 (a)** into **Table Q4 (b)** provided.

Table Q4 (a): Critical Success Factors (CSF), Key Performance Indicator (KPI) and Performance Measurement (PM) Information

<i>The service delivery standards in the contract specification are being met or exceeded</i>	<i>Complaints</i>	<i>Customers must remain satisfied with the service they receive</i>	<i>Measurement of customer take up</i>
<i>Data from Service Quality questionnaires</i>	<i>No failure to be able to contact a senior member of the contractors staff during the normal working day</i>	<i>Audits</i>	<i>Inspections</i>
<i>Client feedback</i>	<i>Customer forums are consistently recording high levels of satisfaction</i>	<i>Data from mystery shopping</i>	<i>The service must be consistently delivered to high standards</i>
<i>Customers are satisfied with the service</i>	<i>Contractors staff must be contactable, responsive and sensitive to occupants' needs</i>	<i>Data from the contractors Complaints Management system</i>	

(15 marks)

- END OF QUESTIONS -

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Table Q4 (b): Critical Success Factors (CSF), Key Performance Indicator (KPI) and Performance Measurement (PM)

<i>Num.</i>	<i>Critical Success Factors (CSF)</i>	<i>Key Performance Indicator (KPI)</i>	<i>Performance Measurement (PM)</i>
<i>Example</i>	<i>The cost of service delivery must remain within the budget</i>	<i>The contractor is working effectively with the Employer to maintain costs at an acceptable level</i>	<i>> Cost v Budget reports > Cost of variations</i>
<i>1</i>			
<i>2</i>			
<i>3</i>			

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