



**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESSION 2019/2020**

COURSE NAME : FACILITIES MANAGEMENT  
COURSE CODE : BPE 42003  
PROGRAMME : BPD  
EXAMINATION DATE : DECEMBER 2019 / JANUARY 2020  
DURATION : 3 HOURS  
INSTRUCTION : ANSWER ALL QUESTIONS

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THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

**Q1** The principles of sustainability can be applied to any project, regardless of building type, size, location or budget. Green strategies and initiatives have been integrated into a diverse range of projects, including office buildings, labs, schools, universities, hospitals, courthouses, airports, museums, prisons and ballparks.

- (a) Define sustainable facilities management. (5 marks)
- (b) State **FIVE (5)** benefits of environmental management (5 marks)
- (c) Examine **FIVE (5)** reasons of 'Going Green' in operating facilities management business. (10 marks)

**Q2** The arrival of the Fourth Industrial Revolution (4IR) is expected to create up to USD\$3.7 trillion in value to global industry. Experts noted that the changes associated with the 4IR would come at an unprecedented rate yielding incredible results for those who truly embraced them, including professionals in the built environment

- (a) Explain the concept of 4IR in the context of facilities management with suitable examples. (10 marks)
- (b) Out of nine pillars of 4IR, discuss **FIVE (5)** pillars of 4IR by giving **TWO (2)** examples to each pillar in order to transform the existing practices of facilities management in Malaysia. (10 marks)

**Q3** Over the years, facilities management (FM) has transformed from a basic operational level service provision to assuming a strategic link between businesses and their support infrastructure. As suggested by Barrett and Baldry (2003) FM can be categorized into several models.

- (a) Describe the following facilities management model with reference to suitable case studies. (10 marks)
  - (i) Single site
  - (ii) Localized site
- (b) Differentiate the following facilities management model; (10 marks)
  - (i) Multiple site
  - (ii) International

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**Q4** Facilities management provides a wide range of services to organizations and it's categorized under two major scopes namely hard services and soft services.

(a) Differentiate the following facilities management services with specific reference to suitable examples;

- (i) Hard services
- (ii) Soft services

(10 marks)

(b) Facilities management service delivery has several contractual packages of services across service areas. Describe the followings;

- (i) Single Service Provision
- (ii) Multiple or Packaged Service Provision
- (iii) Integrated Facilities Management (IFM)
- (vi) Business support services

(10 marks)

**Q5** You are a newly appointed as a facilities manager in a facilities management consultant company. You are given a task by your client to increase awareness of the benefits of facilities management and to develop facilities management strategy for the present and future expansion of the client organization. In order to manage facilities efficiently and effectively, robust strategies must be developed within the context of the organization's strategic business plan and accommodation strategy.

Propose the process and output of developing a facilities management strategy specifically tailored to the requirements of your above client organization to enable them to operate in a strategic and effective way. Your proposal must include strategic analysis, developing solutions and strategy implementation.

(20 marks)

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**-END OF QUESTIONS-**