



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
(TAKE HOME)
SEMESTER II
SESSION 2019/2020**

COURSE NAME : STRATEGIC FACILITIES
MANAGEMENT

COURSE CODE : BPF 32703

PROGRAMME : BPD

EXAMINATION DATE : JULY 2020

DURATION : 24 HOURS

INSTRUCTION : ANSWER ALL QUESTIONS
OPEN BOOK EXAMINATION

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

- Q1** (a) In 2018, Strategic Facilities Management Framework Royal Institute of Chartered Surveyors (RICS): Global Guidance Notes was published by the Royal Institution of Chartered Surveyors (RICS) and International Facility Management Association (IFMA). The IFMA-RICS Collaboration in publishing this document represents a significant chapter in the history of facility management (FM), providing an unprecedented level of industry support to meet the growing demands of FM practitioners worldwide.

Define the following terminologies based on the above-mentioned framework.

- (i) Demand Organisation (DO)
- (ii) FM Provider
- (iii) FM Stakeholders

(6 marks)

- (b) Globally, facility managers are advised to develop structured approaches from the FM strategy into a delivery plan. To this end, the application of either the ISO9001, ISO14000, ISO55000, ISO31000, and more pertinently, the ISO41001 Facility Management systems standard would be valuable to facility managers.

Describe the function of the following ISOs being practiced across the globe to equip the practice of professional facility managers.

- (i) ISO14000
- (ii) ISO55000

(4 marks)

- (c) World energy consumption continues to rise. It has more than doubled in the last 40 years and is projected to increase a further 30 % by 2040. Taking action to better manage our energy consumption not only helps the planet, but it also saves money for organizations and society as a whole. Certification to the ISO50001 standard by an independent auditor is not a compulsory measure. To certify or not is a decision to be taken by the organization, unless imposed by regulation.

State **FIVE (5)** benefits ISO50001 will bring to the business of FM providers.

(5 marks)

- (d) UTHM was awarded 1 Star Energy Management Gold Standards (EMGS) certification by ASEAN Centre of Energy (ACE), Jakarta, Indonesia in 2019 based on its excellent performance in energy management. Malaysian Green Technology Corporation (MGTC) has been appointed by the ASEAN ACE as the certification body for EMGS in Malaysia. By obtaining the EMGS certification, there would be wide-ranging benefits beyond energy savings that can affect UTHM entirely.

Describe **FIVE (5)** benefits of obtaining EMGS certification for UTHM.

(10 marks)

CONFIDENTIAL

BPF 32703

- Q2** (a) A novel infection, new and previously unfronted that spreads globally and results in a high incidence of morbidity (sickness) and mortality (death) has, for the past 300 years or more, been described as a pandemic. The word derives from pan “across” and demos, meaning “people” or “population”.

State **FIVE (5)** good ways of advising the occupant in your building on how to stay safe and protected from the coronavirus pandemic.

(5 marks)

- (b) “When you step outside your door, your actions in the physical world are swept into the dragnet. The government gathers an enormous collection of information through the video cameras placed on your street and all over your city. If you commit a crime or simply jaywalk facial recognition algorithms will match video footage of your face to your photo in a national ID database. It would not be long before the police show up at your door...” (The Atlantic, 2020).

China is embracing technologies like facial recognition and artificial intelligence to identify and track 1.4 billion people. The concept of “Nothing to hide, nothing to fear” (NTHNTF) involved a vast network of digital espionage as a means of social control, creating a dystopian society in China.

Debate **POSITIVE** and **NEGATIVE** implications of NTIINIIF digital surveillance technology in the midst of coronavirus (COVID-19) to the citizens of China.

(10 marks)

- (c) In London, since the coronavirus outbreak, East London's ExCeL exhibition centre, which normally plays host to lifestyle shows, expos and conferences, was converted into the temporary NHS Nightingale hospital, with a space for 4,000 beds. The ExCeL centre's suitability for the hospital site goes beyond the functional characteristics of the building. In Malaysia, MARDI's Agro Exposition Park Serdang (MAEPS) was converted into a quarantine centre with a capacity of 600 beds in a short period of time to accommodate a new wave of coronavirus patients.

Discuss **FIVE (5)** advantages of converting a convention centre into a temporary hospital or a quarantine centre.

(10 marks)

-END OF QUESTIONS-

CONFIDENTIAL

TERBUKA