

CONFIDENTIAL



# UTHM

Universiti Tun Hussein Onn Malaysia

**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER II  
SESSION 2022/2023**

COURSE NAME : FACILITY MANAGEMENT  
TECHNOLOGY

COURSE CODE : BNB 41403

PROGRAMME CODE : BNB

EXAMINATION DATE : JULY/AUGUST 2023

DURATION : 3 HOURS

INSTRUCTION : 1. ANSWER **ALL** QUESTIONS

2. THIS FINAL EXAMINATION IS  
CONDUCTED VIA **CLOSED  
BOOK.**

3. STUDENTS ARE **PROHIBITED**  
TO CONSULT THEIR OWN  
MATERIAL OR ANY EXTERNAL  
RESOURCES DURING THE  
EXAMINATION CONDUCTED  
VIA CLOSED BOOK

**TERBUKA**

THIS QUESTION PAPER CONSISTS OF **FOUR (4)** PAGES

**CONFIDENTIAL**

**Q1** Design inspired by Malaysia’s tallest peak Mount Kinabalu, Green Diamond is a mixed-use development in Kuala Lumpur vicinity, located near the well-known sport centre and shopping mall. The development comprises a 45-floor Grade A office tower over a multi-level long span podium structure that houses the exhibition space and provide occupiers with functional, quality office space, with easy access and ample parking space. This sits over a 31m deep basement with five levels of car parking and two levels of retail space. The design aims for seamless integration within the surrounding green area. Security turnstiles, access control measures, and 24-hour security ensure that occupants conduct their business with-peace of mind. The asset owner’s mission is to preserve capital values through the highest level of corporate governance, excellent capital management and risk management.

As a Facilities Management Manager for the asset owner, you are required to prepare an information sheet for potential Facility Manager service providers who wishing to take on Total Facilities Management (TFM) services as part of their portfolio.

(a) Identify **FIVE (5)** scopes and extent of the facilities management function, with detail explanation.

(10 marks)

(b) Determine **FIVE (5)** various roles and responsibilities that a facilities manager could have in managing FM services at Green Diamond.

(15 marks)

**Q2** You are a Facility Manager for a new 15-storey purpose-built office building that is single-owned but multi-tenanted. The building was completed in 2020 and consists of 15 floors, including the roof. The general space allocation is listed as below:

Ground floor – lobby, retail spaces, and loading bay

Level 1 to 4 – car park

Level 5 to 7 – a private college with classrooms

**TERBUKA**

Level 8 – vacant

Level 9 to 14 – office spaces (normal setup)

The building currently has an occupancy rate of 90%, with only Level 5 being vacant. The owner/landlord, assigned you to propose facilities management strategy that adequately supports the core business activities for the clients. The facility management strategy should consider the tenants' business activities and does not need to include any cost/budget elements. This strategy will be presented to the Board of Directors.

(25 marks)

**Q3** The top management had required you to prepare a risk management plan and present your plan for facility management services at the facilities, including the monitoring of the refurbishment works.

(a) Clarify **FIVE (5)** roles as the Facility Manager in managing the risk associated with all activities during the renovation project works.

(10 marks)

(b) Explain how can risk management plan be applied to your Business Continuity Plan? Classify of **FIVE (5)** factors that are related an affect it.

(15 marks)

**Q4** (a) In project management, there are individuals or groups that are involved in the project who may have limitations or restrictions imposed by the project, or who may have an impact on the project. Investigate **FIVE (5)** steps that need to be implemented to achieve a successful project objective.

(15 marks)

(b) A budget must be allocated and justified accordingly to ensure that adequate resources are provided for the Facility Management delivery and to achieve

optimal utilization of funds. Classify **FIVE (5)** factors that need to be considered for cost benefit planning in the Facility Management department, respectively.

(10 marks)

**-END OF QUESTIONS-**

**TERBUKA**