



**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

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

COURSE NAME : FACILITY MANAGEMENT  
TECHNOLOGY

COURSE CODE : BNB 41403

PROGRAMME CODE : BNB

EXAMINATION DATE : DECEMBER 2019/JANUARY 2020

DURATION : 2 HOURS 30 MINUTES

INSTRUCTION : ANSWER ALL QUESTIONS

**TERBUKA**

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

- Q1** (a) With on aid of diagram, define Facilities Management. (5 marks)
- (b) Today's Facilities Managers require a broad and diverse skill set, much more in line with management and business services. You are appointed to manage a multi - unit residential project in Malaysia. Classify **FIVE (5)** main elements required to manage the building and explain clearly. (10 marks)
- (c) As a facility manager at an apartment building in Johor Bahru, classify and explain how to make positive changes around your apartment bulding. (10 marks)
- Q2** (a) Give the definition of space planning. (2 marks)
- (b) A good space management system will provide a facility manager with essential space information for benchmarking against other organization planning for future growth and evaluating a building's efficiency. Differentiate **FIVE (5)** space management principle and explain. (10 marks)
- (c) Mr Aman is a facility manager at Zohara Bina Holding. In your opinion, differentiate how Mr Aman to control the Environment issues in their organization and explain. (5 marks)
- (d) Mr Zahid is a facility manager at Zohara Bina Holding. In your opinion, clarify how Mr Zahid may control the Risk Management and the Quality Management in the **FOUR (4)** resources selected from your answer in **Q2 (c)**. (8 marks)
- Q3** (a) Give the differences between facilities management and building services. (5 marks)
- (b) Facilities Managers are usually responsible for making sure that services are implemented and regularly maintained within the building. Facilities Managers are also required to ensure all services are taken into consideration. These services can be divided into two groups: hard services and soft services. Compare the differences between the two along with **THREE (3)** examples.

TERBUKA

(10 marks)

- (c) Prepare **THREE (3)** criteria to be considered in decision making for an in-house provision.

(10 marks)

- Q4** (a) Give the definition of financial management.

(3 marks)

- (b) From facility management view, life cycle costs (LCC) is a technique to ascertain suitable balance between capital expenditure on initial provision, and cost incurred as a consequence of use out the building operation. With an aid of a diagram, clearly explain the LCC concept.

(7 marks)

- (c) As a Facilities Manager, you have been instructed to make budget reductions next year. Find a solution to achieve this financial objective without compromising service delivery.

(15 marks)

**TERBUKA**

**-END OF QUESTIONS -**