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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2012/2013**

COURSE NAME : FACILITIES MANAGEMENT
COURSE CODE : BPE 42003 / 4203
PROGRAMME : 4 BPD
EXAMINATION DATE : DECEMBER 2012 / JANUARY 2013
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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

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Q1 (a) Support service is one of the elements of Facilities Management (FM). Please differentiate the following terminologies in FM support services.

(i) Staff support services (5 marks)

(ii) Business support services (5 marks)

(b) You are appointed as the Assistant Vice Chancellor (Development) of a new university in Malaysia named as Kanzu University. You are given a task to plan for the future of FM Business Operation in Kanzu University.

(i) Explain to the Vice Chancellor the definition of core business and non-core business in a Higher Education Institute (HEI) (5 marks)

(ii) Discuss the importance of segregating core business and non-core business in the context of FM Business Operation in Kanzu University.

(10 marks)

Q2 (a) There are a number of practical reasons why outsourcing may be performed in organisations. For instance, the cost of fully-resourced in-house are usually higher than those emanating from an out-sourced solution.

Explain **TWO (2)** scenarios which can cause the in-house regime to be more expensive as below.

(i) Lack of competition (5 marks)

(ii) Over provision of services (5 marks)

(b) Outsourcing is very much in on the Facilities Management (FM) side of the industry. It can be performed on-site or off-site by the third party in any FM organisations. Please elaborate on the advantages and disadvantages of off-site outsourcing to the host company in the context of FM.

(15 marks)

- Q3 (a)** The Structure of Facilities Management (SFM) organisation can be categorised into six structures. Intelligent Client Function (ICF) emerges in the three structures of FM organisation known as Outsourcing on a Management Contract, Total Facilities Outsourcing-Commercial Contract and Total Facilities Outsourcing-Management Contract.

Describe roles of ICF in these structures of FM organisation.

(5 marks)

- (b)** Facilities Management (FM) is needed to run and maintain premises and business support services efficiently.

Based on the SFM models, design your own SFM in the following organisations and explain how both of the structures can be performed.

(i) Private Hospital

(10 marks)

(ii) Private College

(10 marks)

- Q4 (a)** The final stage in the vendor/supplier selection process is developing a contract negotiation strategy.

State **FIVE (5)** strategies for planning contract negotiations.

(5 marks)

- (b)** Vendor/Supplier Management is not negotiating the lowest price possible. Vendor/Supplier Management is constantly working with your vendors/suppliers to come to agreements that will mutually benefit both companies.

In the context of FM, explain **FIVE (5)** strategies to strengthen vendor/supplier relations with your organisation.

(20 marks)

-END OF QUESTION-