

CONFIDENTIAL



UTHM
Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2018/2019**

COURSE NAME : CONSTRUCTION FACILITY
MANAGEMENT

COURSE CODE : BPD 42502 / BPD 34902

PROGRAMME CODE : BPC

EXAMINATION DATE : DECEMBER 2018 / JANUARY 2019

DURATION : 2 HOURS

INSTRUCTION : ANSWER ALL QUESTIONS

TERBUKA

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

CONFIDENTIAL

Q1 Facilities management (FM) is important for organisations to deliver and sustain their support services.

(a) Discuss the roles of FM in assisting organisation in their business.

(10 marks)

(b) Outline **FIVE (5)** challenges, that need to be considered by all key players (clients, consultants, contractors and suppliers) of FM industry to embrace future challenges.

(15 marks)

Q2 In practice, facilities management (FM) covers a wide range of services including real estate management, financial management, change management, human resources management, construction management, health and safety and contract management. In addition, it also covers building maintenance, domestic services such as cleaning and catering, and utilities supplies.

Outline **FIVE (5)** roles and duties of facility manager involve in construction management.
(25 marks)

Q3 Maintenance management involves a number of strategies to ensure that the function of a building or premises are in good condition and able to provide facilities needed by the user.

(a) Outline **THREE (3)** strategies used in the maintenance of facilities management.

(15 marks)

(b) Relate the scope of maintenance work involved in building maintenance in FM.

(10 marks)

TERBUKA

Q4 Outsourcing is a method that has become an important element in facilities management (FM) compared with in-house methods.

(a) Outline **FIVE (5)** advantages of outsourcing methods.

(10 marks)

(b) Explain **FIVE (5)** factors that should be considered for carrying out the method of outsourcing in FM.

(15 marks)

-END OF QUESTIONS-

