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**UNIVERSITI TUN HUSSEIN ONN
MALAYSIA**

**FINAL EXAMINATION
SEMESTER I
SESSION 2011/2012**

COURSE : FACILITIES MANAGEMENT

COURSE CODE : BPE 4203/ BPE 42003

PROGRAMME : 4 BPD

EXAMINATION DATE : JANUARY 2012

DURATION : 3 HOURS

**INSTRUCTION : ANSWER FIVE (5) QUESTIONS
ONLY OUT OF SIX (6) QUESTIONS.**

THIS QUESTION PAPER CONSISTS OF 3 PAGES

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- Q1 In supporting core business, many organisations have resorted to procuring external services for reasons such as sound financial justification due to operation costs reduction, lack of expertise and to remain focussed on the core business functions. For an organisation which has its own internal facilities management entity, outsourcing trend has shifted the original roles of facility manager in controlling and monitoring the performance of in-house services (resources internally employed) to that of contracted out services.

Discuss the purported shift in facility manager's roles from in-house practice to outsourcing practice.

(20 marks)

- Q2 The development of facilities management departments (or organisations) always considers the specific and particular needs of an organisation in responding to current business environment and foreseeable challenges. This makes facilities management departments differ from one to another and thus subscribe to different operating models. The main factors that contribute to this are the size of the organisation and its employees and also the locations (sites) in which the organisation operates.

(a) Differentiate between Localised Site Model and Multiple Sites Model.

(10 marks)

(b) Discuss on factors that make the Public Sector Model is distinctively different from the other models.

(10 marks)

- Q3 In facilities management environment, information is seen as one of the most valuable assets of an organisation and in that respect facilities manager is often regarded as an information provider. Depending on which decision-making layer the facilities manager is engaged in; strategic, management or operational, the information provided could significantly help facilitates decision making process.

Assuming your organisation is planning to build a new multi-storey headquarters.

Discuss how you would, as a facilities manager, contribute and give meaningful impact during briefing and design stage to ensure that the proposed headquarters serves its design intent in accommodating a better workplace.

(20 marks)

Q4 Providing facilities support functions means rendering a service to the core business. As these services also involve that which are intangible (difficult to measure quantitatively), assessment of facilities services is likely to revolve around client's perception and expectation.

In terms of technical and functional quality, discuss;

- (a) Expected service (10 marks)
- (b) Perceived service (10 marks)

Q5 In managing facilities management services, there often exists a communication gap between management of core business activities and that of supporting services. This is partly due to the fact that many facilities managers are only assuming reactive roles, i.e., waiting for instructions before working out on the tasks.

- (a) Discuss how facilities managers could help bridging the communication gap to ensure that matters or expected problems could be dealt with in a long-term approach. (10 marks)
- (b) Discuss by relating at which points interactions should ideally be expected to take place in linking the operational facilities management to strategic facilities management. (10 marks)

Q6 In asset management, asset requirements are in principle driven by business and service needs and should not be viewed as a need in themselves. It involves activities that result in providing appropriate infrastructure for cost-efficient delivery of service. Planning of asset management should include plans for acquisition, management and also disposition.

Discuss,

- (a) Acquisition plan. (10 marks)
- (b) Disposition plan. (10 marks)

END OF QUESTION PAPER