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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2023/2024**

- COURSE NAME : FACILITY MANAGEMENT
TECHNOLOGY
- COURSE CODE : BNB41403
- PROGRAMME CODE : BNB
- EXAMINATION DATE : JULY 2024
- DURATION : 3 HOURS
- INSTRUCTIONS :
1. ANSWER ALL QUESTIONS
 2. THIS FINAL EXAMINATION IS CONDUCTED VIA
 Open book
 Closed book
 3. STUDENTS ARE **PROHIBITED** TO CONSULT THEIR OWN MATERIAL OR ANY EXTERNAL RESOURCES DURING THE EXAMINATION CONDUCTED VIA CLOSED BOOK

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

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TERBUKA

Q1 (a) Facility managers will be able to focus on the long-term priorities. They will implement the technology, processes, place, and people that can help an organizational move to a more proactive and predictive mindset. There are eight main roles of facility managers to ensure that all facilities provided function as well as possible and meet the needs of users. Identify only **FIVE (5)** of them and explain clearly.

(10 marks)

(b) The facility management report is a representation of how we demonstrate balance in making those decisions. The facility management report is usually filled with details and metrics; KPIs that are chosen carefully to paint a picture of our diligent stewardship of facilities. Prepare an example of a facility management report and explain Why and How to use them.

(15 marks)

Q2 You are a Facility Manager at FM Co. Sdn. Bhd. As a Facility Manager, among your main responsibility is to establish Operation & Maintenance work plan upon mobilisation to a new project. Your company has recently been awarded a Facility Management Contract for the Universiti Tun Hussein Onn Malaysia, Campus Pagoh.

(a) Compare **FIVE (5)** the difference between hard and soft service at the Universiti Tun Hussein Onn Malaysia, Campus Pagoh in facility management.

(10 marks)

(b) For the hard services as identified, plan the maintenance method that you are going to use for the system. Produce the Planned Preventive Maintenance (PPM) schedule for one calendar year.

(15 marks)

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Q3 As a Facility Manager at Inara Ridq Sdn. Bhd. you are always involved with people, place, process, and technology.

(a) Classify **FOUR (4)** tips dealing with a difficult employee.

(8 marks)

(b) In facility management, as with any leadership position, good communication skills are essential. Show **ELEVEN (11)** step how to deliver negative feedback fairly and effectively to staff and explain only **FIVE (5)** of them.

(17 marks)

Q4 (a) In project management as a facility manager, several key responsibilities and actions are crucial to ensure the successful execution of facility-related projects. Claassify and explain **FIVE (5)** steps that need to be implemented to achieve a successful project objective.

(10 marks)

(b) Budgeting is a crucial aspect of facilities management for a facility manager. It involves planning, allocating resources, and managing finances to effectively maintain and improve a facility. Prioritize **FIVE (5)** key steps considerations in budgeting for facilities management work.

(15 marks)

-END OF QUESTIONS-

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