



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2015/2016**

COURSE NAME : FACILITIES MANAGEMENT
TECHNOLOGY

COURSE CODE : BNB 40903

PROGRAMME : 4 BNB

EXAMINATION DATE : DECEMBER 2015 / JANUARY 2016

DURATION : 2 HOURS 30 MINUTES

INSTRUCTION : ANSWER ALL QUESTIONS

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

- Q1** “For a major facilities project to be managed successfully, all risks need to be clearly identified and assessed.”
- (a) Discuss the implications of the above statement from a facilities manager’s perspective.
(10 marks)
- (b) Review the issues that you may need to consider when preparing a security strategy for a large organization.
(10 marks)
- Q2** (a) Outline, with examples, how either SWOT or a similar technique can be used as part of the process of developing facilities management strategies?
(10 marks)
- (b) Describe **TWO (2)** advantages and **TWO (2)** disadvantages of benchmarking and give examples of where the use of benchmarking may or not be advantageous.
(10 marks)
- Q3** (a) Facilities Managers constantly need to review the training needs of their staff. Enumerate **FIVE (5)** circumstances which may trigger the need for training.
(5 marks)
- (b) Set up the process involved in recruiting a facilities team member. The description should address all stages of the process, from identifying a need for a team member through the appointment of an individual.
(7 marks)
- (c) Propose when it would be appropriate to use the specialist skills and knowledge of external professional consultants, as opposed to those of your own in house staff.
(8 marks)
- Q4** (a) As the Facilities Manager, you have been instructed to make budget reductions next year. Justify on how you could achieve this financial objective without compromising service delivery.
(10 marks)
- (b) Signify the ways in which client organizations are changing against the following headings:
- (i) Technological
 - (ii) Social
 - (iii) Environmental
 - (iv) Commercial

Q5 You are newly appointed property manager by Alam Land Berhad and been responsible for one of the largest out-of-town shopping centres in the Batu Pahat. (10 marks)

(a) Describe **THREE (3)** methods you may use to assess the facilities management requirements of the retail outlets within the complex.

(12 marks)

(b) Explain **TWO (2)** methods you may use to determine the satisfaction levels of the retail outlets customers.

(8 marks)

- END OF QUESTION -