DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA

FACILITIES AND MAINTENANCE AUDIT
OF PETROL STATION

NORFARHA BINTI NORDIN
(2006121795)

BACHELOR OF BUILDING SURVEYING (HONS)

OCTOBER 2008
FACILITIES AND MAINTENANCE AUDIT
OF PETROL STATION

"I hereby declare that this academic project is the result of my own research except for the quotation and summary which have been acknowledged"

STUDENT'S NAME : NORFAHRA BINTI NORDIN
SIGNATURE : [Signature]

UITM NO : 2006121795
DATE : 28th NOVEMBER 2008
ACKNOWLEDGEMENT

Special thanks to my supervisor, Prof. Madya SR. DR. HJ. Ahmad Ezanee Hashim for the support and guidance given throughout the compilation of this dissertation. I would also like to extend my thanks to lecturers and students of FSPU who were very helpful in providing me with valuable information and support.

My sincerest thanks to all the dealers and staffs of the petrol station selected for my case studies for giving me their full cooperation, maintenance management from Hexagon Tatsuno and Jonhson Controls. En Roslan and En Megat for their time.

Thank you for giving me the encouragement and motivation during preparation of this dissertation. Lastly, I would also like to thank my family for giving me their support and prayer for my success.
INTRODUCTION OF CHAPTERS

Chapter 1: Introduction of Facilities and Maintenance Audit of Petrol Station

In this chapter the definition of the topic of dissertation will be discussed. Introduction on the petrol station and the historical background of it are discussed in detail. The risk management of the petrol stations is defined and listed. The problem and issue stated and the objectives of the dissertation are explained. The scope of the study which were conducted in Klang Valley area were made clear and the understanding of the methodology used are stated in plain.

Chapter 2: Literature Review of Facilities Management

In this chapter, discussion will be focused on the definition and explanation of facilities management. The applications of facilities management towards petrol station are applied to.
Chapter 3: Maintenance Audit

The definition and analysis of what maintenance audit is all about are discussed in this chapter thoroughly. Nature work of maintenance will also be highlighted in this chapter such as routine maintenance and remedial maintenance. All these points will be clarified in details in this chapter. These maintenance works should be taken seriously by the management to ensure the user or customer satisfaction. The relations of maintenance audit towards petrol station are then to be seen.

Chapter 4: Case Study

This chapter discuss about the case studies, which are Petronas, Shell and Esso in terms of the policy, health and safety and maintenance being conducted at the 3 selected petrol station. These are followed by discussion made at each petrol station throughout Klang Valley areas namely Shah Alam, Subang, Petaling Jaya and Damansara. The studies of facilities provided of each petrol station are explained and discuss in this chapter. The method of gathering the data and information on the case study are also discuss in this chapter. Methods used in collecting the data are by questionnaires and interviews held with the petrol station dealer, workers, user /