



JABATAN UKUR BANGUNAN  
FAKULTI SENI BINA, PERANCANGAN DAN UKUR  
UNIVERSITI TEKNOLOGI MARA  
SHAH ALAM

QUALITY MANAGEMENT IN  
PROPERTY MAINTENANCE MANAGEMENT  
FOCUS ON INDUSTRIAL BUILDING

SHURIATI BINI SAMSU  
(NO. K/P UITM: 99197774)  
IJAZAH SARJANA MUDA UKUR BANGUNAN (KEPUJIAN)  
SEPTEMBER 2001

## ACKNOWLEDGEMENTS

BISMILLAHIR RAHMAANIR RAHIM  
(In the Name of Allah, Most Gracious, Most Merciful,..)

Assalamualaikum W.B.T

Great appreciation is expressed to all those who contributed to the successful completion of this dissertation either directly or indirectly. In particular, my heartfelt thanks to Encik Mohd Yusof bin Hamid, as supervising lecturer and coordinator, for his invaluable and constructive guidance. Much gratitude to my loving parents, brothers and sisters, for their love and support. Appreciation is also extended to Encik Mohamad Sufian bin Hasim, as dissertation coordinator for his understanding and liberation. Much thanks are also due to Encik Mohd Nazim (Assistant General Manager) and others staff and management of Factory Maintenance Division, Canon Opto (Malaysia) Sdn Bhd, and Encik Johan (Maintenance Engineer) and others staff and management of Factory Maintenance Division, Chippac (Malaysia) Sdn Bhd, for their sustained assistance in my research. Last, but certainly not the least, my classmate, for their counsel and observations. Wassalam.

Thank you.

# TABLE OF CONTENTS

<b>CONTENTS</b>	<b>PAGE</b>
<b>ACKNOWLEDGEMENTS</b>	<b>ii</b>
<b>PREFACE</b>	<b>iii</b>
<b>SYNOPSIS</b>	<b>iv</b>
<b>LIST OF FIGURES</b>	<b>vi</b>
<b>CHAPTER</b>	
<b>1 INTRODUCTION</b>	
1.0 Introduction	1
1.1 The Statement of Issue	3
1.2 The Objective of Study	5
1.3 The Scope of Study	6
1.4 The Hypothesis of Study	7
1.5 The Limitation of Study	8
1.6 The Methodology of Study	9
1.7 The Source of Study	10
1.8 The Summary of Content	11
<b>2 MAINTENANCE MANAGEMENT</b>	
2.0 Definition of Maintenance	16
2.1 Concept of Maintenance Management	19
2.2 Definition of Maintenance Management	21
2.3 Scope of Maintenance Management	24
2.4 Maintenance Policy	28
2.5 Nature of Maintenance	30
2.6 Types Of Maintenance	33
2.7 Importance of Maintenance	37
2.8 Cost of Maintenance	39
2.9 Planning of Maintenance	43
2.9.1 Objectives of Planning	43
2.9.2 Components of Planning System	45
2.9.3 Maintenance Programmed	48
2.10 Maintenance Standards	53

# PREFACE

The meaning of dissertation, as defined by the Oxford English Dictionary, dissert means treat, handles, write about, deal with; discourse upon, pursue a theme, develop a thesis, descant upon a subject, go into, enquire into, procedure a treatise, do a paper, commentate; disserve means to discuss, to examine; dissertation means a written discourse and dissertator means one who makes a dissertation. The purpose of dissertation is to achieve greater initial knowledge and understanding, as it should, theoretically, lead to greater creativity, pursuant to the field.

There is a more rounded cultural process; to read widely about a subject; to collect data and information; to order and compare one's findings; to think about what one has found out; to analyze; perhaps to develop new lines of thought by logical deductions, perhaps by intuitive leap. Finally, to write and re-write the whole sequence, showing the development of information and argument from start to finish in coherent prose, sometimes supplemented by clear illustrations. The main purpose of dissertation writing can be summarized as follows; to give the kind of experience necessary for the preparation of reports and program writing in practice; to give basic training in research techniques; to give an opportunity to assemble information; and to discuss aspects of building surveying.

## SYNOPSIS

In every country, especially in Malaysia, the most valuable capital asset is its building stock. The important about building and property maintenance has long been a debatable matter whether in the private or public sector. Therefore, with the rapid increase of our building stock and imported technology in building construction, there has been a growing concern over the maintenance and management of such properties. Many organizations at various types of business have demand a high standard of maintenance management in property without consciously providing sufficient concentration on quality management in property maintenance management.

Only in recent times, they will come to realize the crucial importance of quality management of property maintenance management in order to preserve the business they run. Many have realized that the condition of their assets and business properties do really affect the condition of work atmosphere, customers' opinion and preferences, and eventually the income flow of the business. However, there is also concern amongst the professionals, over the fact that with their knowledge and skills, they have been under utilized due to the lack of concern over building maintenance. The management of building maintenance requires great care in selecting skilled personnel and this normally involves basic principles in forming maintenance management organization.