BUILDING SURVEYING DEPARTMENT FACULTY OF ARCHITECTURE, PLANNING & SURVEYING MARA UNIVERSITY OF TECHNOLOGY

A STUDY OF MAINTENANCE MANAGEMENT OF CLEANING WORK AT ACADEMIC BUILDING IN UITM

BY

SITI HARNI BT. ABDUL WAHAB (2002234600)

BACHELOR IN BUILDING SURVEYING (HONS,)

TOPIC : A STUDY OF MAINTENANCE MANAGEMENT OF CLEANING WORK AT ACADEMIC BUILDING IN UITM

CHA	PTER 1: BACKGROUND	
1.1	INTRODUCTION	1
1.2	Issue	2
1.3	Aim Of Study	2
1.4	Objectives	2
1.5	Scope Of Study	3
1.6	Methodology Of Study	3
CHA	PTER 2: MAINTENANCE MANAGEMENT	
2.0	INTRODUCTION	5
2.1	Definition of Maintenance	5
2.2	Types Of Maintenance	6
	2.2.1 Planned Maintenance	6
	2.2.2 Unplanned Maintenance	9
2.3	Identifying The Routine Function	11
	2.3.1 Cleaning and Servicing	12

2.4 Management Theory The Planning Function 12

2.5	Basic Management Activity	13			
	2.5.1 Planning	13			
	2.5.2 Organization	13			
	2.5.3 Staff	13			
	2.5.4 Directing	14			
	2.5.5 Controlling	14			
	2.5.6 Feedback	15			
2.6	In-house versus Outside Contractor	15			
	2.6.1 In house	16			
	2.6.2 Outside Contractor	17			
CHAPTER 3: MAINTENANCE MANAGEMENT OF CLEANING WORK					
3.0	MAINTENANCE MANAGEMENT OF CLEANING WORK				
3.1	Definition of Clean	23			
3.2	General Introduction	23			
3.3	Reasons for Cleaning Work 24				
	3.3.1 Aesthetic	24			
	3.3.2 Health	25			
	3.3.3 Safety	25			

3.4	Classification of Cleaning Material			
	3.4.1 Solvent	26		
	3.4.2 Detergent	26		
	3.4.3 Abrasive	26		
	3.4.4 Protective	27		
3.5	Quality Control and Standards	28		
	3.5.1 Instruction	29		
	3.5.2 Condition	29		
	3.5.3 Inspection	29		
3.6	The Cleaning Inspection	30		
3.7	The Efficiency of Cleaning Department			
	3.7.1 Use Work Measurement	31		
	3.7.2 Train Cleaning Workers	32		
	3.7.3 Develop a Workable Organization	34		
	3.7.4 Schedule for Preventive Cleaning	35		
	3.7.5 Provide Effective Supervision	36		
	3.7.6 Improve Cleaning Method	38		
	3.7.7 Provide Adequate Custodial Facilities	39		
	3.7.8 Supply Effective Cleaning Equipment	40		

3.7.9 Purchase Efficient Sanitation Chemical 41

3.8	Establishing Cleaning Standards	
	3.8.1 Personnel	43
	3.8.2 Frequency	45
	3.8.3 Methods	48
	3.8.4 Material Used	49
	3.8.5 Equipment	51
	3.8.6 Time	54
	3.8.7 Quality Standard	57
3.9	Safety Standard Regulations for	
	Housekeeping Personnel	61
	3.9.1 Management Basic Responsibility	y 62
	3.9.2 Worker Responsibility	62
	3.9.3 Safety Regulations for	
	Housekeeping Personnel	63

65

67

3.10 Handling Cleaning Chemical

3.11 Equipment Safety Checklist