

FINAL DRAFT

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**DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA
CAWANGAN PERAK
KAMPUS SERI ISKANDAR**

**FACILITY E-COMPLAINT
(E-ADUAN FASILITI)
(COMPLETE)**

**MOHAMAD FARID BIN MANSOR
2013481432
DIPLOMA IN BUILDING SURVEYING**

**PRACTICAL TRAINING REPORT
DECEMBER 2015 – APRIL 2016**

DECLARATION:

I hereby admit that this report is the result of my own efforts, except for the certain parts that are attached from sources that specified in reference chapter.

Prepared By:

.....
(MOHAMAD FARID BIN MANSOR)

Date:

Approved By:

.....
(PN. ZURAIHANA AHMAD ZAWAWI)

Date:

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Without this assignment, I'll never get this experience in the complaining of damage or defects by using online. It is because people now a days are easily to get access to internet, so UiTM's Facility Management Department was bravely make a decision to using this component in their management.

CHAPTER 1

INTRODUCTION