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FACULTY OF ARCHITECTURE, PLANNING AND
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MARA UNIVERSITY OF TECHNOLOGY**

**ACADEMIC PROJECT
(BSB 608)**

**THE IMPLEMENTATION OF FACILITIES MANAGEMENT
CONCEPT AND CONVENTIONAL MANAGEMENT CONCEPT
(BUILDING OPERATION AND MAINTENANCE)
IN UITM SHAH ALAM**

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ABSTRACT

This academic project is about the implementation of the facilities management and the conventional management on the building operation and maintenance management. Facilities management is the activities that concern about people, place and process. It is an action and process by which an organization ensures that the building, its system and services support all the operation of the organization in order to achieve the organization's strategic objectives and business goal. Conventional management is more focus on the technical where it concern with fabric and services within the building organization and building under services. The methodology that used to gain the information is from the research on primary and secondary data.

From the interview session, the differences between both managements are identified. The functions of facilities management are more focused on the management, technical and business goal. In terms of the building operation and maintenance area, every action and decision taken is properly managed, controlled and monitored to reduce the problem that may occurred in this area. This management concern about the value of money, customers' satisfactions and business objective. In the conventional management it is different. It is improperly organized with less concern about the value of money as well as customers satisfaction.

As a conclusion, facilities management is a key to organization effectiveness and the answers to the issues related to the management. It has evolved to deal with the complexities of buildings and their continual use. The scope of the discipline covers all aspects of property, environmental control, health and safety and support service. The decisions taken lead to business success, recognizing the business consequences of poorly managed facilities and searching for value that can be added through effective planning and management.



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