



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

FACILITIES AND MAINTENANCE AUDIT  
OF PETROL STATION

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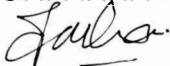
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"I hereby declare that this academic project is the result of my own research  
except for the quotation and summary which have been acknowledged"

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## **FACILITIES AND MAINTENANCE AUDIT OF PETROL STATION**

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### **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 discuss. 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 /