

UNIVERSITY COLLEGE LONDON

University of London

EXAMINATION FOR INTERNAL STUDENTS

For the following qualifications :-

M. Sc.

ESGF5: Measures of Performance for Facilities

COURSE CODE : **ENVSGF05**

DATE : **15-MAY-02**

TIME : **14.30**

TIME ALLOWED : **2 hours**

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Instructions to Candidates

Answer 2 from 5 Questions ONLY.

- 1** A] Describe and select the main concept and purpose of ONE of the three commercial building performance systems – STM, BQA and REN.
- and**
- B] Indicate to which building types the selected performance system typically relates. Discuss how a facility manager could apply this performance system in practice.
- and**
- C] Provide a summary account of the benefits and opportunities that your selected performance system can provide to both the facility manager and the organisation.
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- 2** A] Briefly describe the key facility management objectives in using traditional space standards and guidelines as performance measures.
- and**
- B] Comment on the ways in which space standards or guidelines may need to be modified as performance measures to meet the demands of contemporary organisations, their technologies and working practices.
- and**
- C] Discuss the impact that these measures might have on the physical resource requirements of organisations in the future.
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- 3** A] Many have suggested that the facilities management team can contribute to business success. Outline some of the areas in which it has been claimed that facility management operations might contribute to organisational performance
- and**
- B] Describe one approach that can be used as the basis for an assessment of facilities management performance.
- and**
- C] List some of the key performance indicators for FM that might be employed and comment on their relative usefulness and reliability.

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4 A] Describe the operational and strategic objectives of conducting space audits, with examples from the higher education and office sectors.

and

B] What stages and types of measurement might a typical space audit include?

and

C] How can the results of a space audit influence an organisation's policy in relation to space standards, space allocation and space utilisation?

5 A] Discuss with examples, how measurement systems can be created to influence individual behaviour with the intention of helping to achieve the objectives of an organisation.

and

B] Illustrate and comment on the measurement limits which should be applied in determining the detail of a measurement system.

and

C] Outline and discuss the importance of the types of measurement systems that are typically used in Facility Management.

END OF PAPER