

UNIVERSITY COLLEGE LONDON

University of London

EXAMINATION FOR INTERNAL STUDENTS

For The Following Qualification:-

M.Sc.

ESGF5: Measures of Performance for Facilities

COURSE CODE : ENVSGF05

DATE : 14-MAY-03

TIME : 14.30

TIME ALLOWED : 2 Hours

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Instructions to Candidates

Answer 2 from 5 Questions ONLY. Please answer all sections of the selected questions.

- 1 A] Select, name, and briefly describe three building performance systems and their purposes.
- and
- B] Compare and contrast these three systems in terms of the problems that they address, what they do and don't measure, the factors or variables that they include, and the ways in which they typically present results.
- and
- C] Discuss which of the three building performance systems might be the most relevant to FM operations and suggest changes to metrics that might improve the FM measurement.
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- 2 A] List the main objectives of traditional space standards and space guidelines in allocating space to meet organisational requirements.
- and
- B] Describe with examples some of the problems currently facing facility managers when using these traditional methods for space allocation.
- and
- C] Summarise the ways in which traditional space allocation procedures might need to be modified with the introduction of 'new ways of working'.
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- 3 A] Briefly describe the 'management by variance' approach and how it can be used to assess the performance of facility management operations.
- and
- B] Describe the key performance indicators that a facility manager could use to demonstrate strong or weak performance.
- and
- C] Discuss the implications that these key performance indicators might have on the future provision of facility management services.

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- 4 A] Outline the basic objectives of a space use audit.
and
 B] Discuss these objectives in relation to an audit and the future provision,
 allocation, utilisation, and reallocation of space.
and
 C] Discuss the potential benefits and risks to efficiency and effectiveness of
 space use auditing.

- 5 A] Outline the basic elements of a typical benchmarking system.
and
 B] Describe with examples the ways in which this typical benchmarking
 system can be used to assess facility management operations.
and
 C] Summarise the impacts both positive and negative, that this approach
 might have on facility costs, standards and service levels.

END OF PAPER