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   : **12-MAY-04**

TIME   : **14.30**

TIME ALLOWED   : **2 Hours**

TURN OVER

Instructions to Candidates

Answer 2 from 5 Questions ONLY.

1   A]   Outline the objectives and process necessary to conduct an audit of space in a commercial office building.

and

    B]   List the key factors that should be measured in relation to:
    a)   the current provision of space
    b)   the current allocation of space
    c)   the current utilisation of space

and

    C]   Discuss how these results might be used to improve space usage.

2   A]   Describe the basic elements of a typical benchmarking process and the perceived benefits of using this process.

and

    B]   Discuss what you might consider in applying this approach to an area of FM service of your choosing.

and

    C]   Describe the expected benefits of this approach within the chosen area of service.

3   A]   Describe the reasons why capacity and utilisation are important measures of spatial performance.

and

    B]   Discuss the new demands that mobile working might impose on traditional space performance measures.

and

    C]   Indicate what implications these changes might have for the specific performance measures that deal with capacity and utilisation.

4   A]   Explain the ways in which traditional allocation performance measures in the form of space standards can be used to manage spatial resources.

and

B]   Describe the key areas of change that affect the supply and demand for space in relation to space allocation.

and

C]   Suggest alternative performance measures for these changes. Discuss the implications for the control and monitoring of the spatial resource.

5   A]   Select one of the building performance measurement systems reviewed in the course. Describe the general principles and the objectives upon which it is based.

and

B]   Discuss the degree to which these objectives might be achieved in practice.

and

C]   Discuss how you might improve the chosen measurement system to overcome the shortcomings you mention.

END OF PAPER