

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 : 11-MAY-05

TIME : 14.30

TIME ALLOWED : 2 Hours

ESGF5 MEASURES OF PERFORMANCE FOR FACILITIES

Instructions to Candidates

Answer 2 from 5 Questions ONLY.

Answer all parts of each question attempted.

- 1 A] Outline the basic elements of a typical benchmarking system.
and
 B] Discuss with examples differing types of benchmarking systems that can be used to assess facility management operations in terms of facility costs, standards and service levels.
and
 C] Summarise the impacts both positive and negative, that benchmarking systems may have on facility costs, standards and service levels.
- 2 A] Outline the main concept and purpose for any one of the building performance systems reviewed in this Module.
and
 B] Discuss how a facility manager could apply this performance system in practice.
and
 C] Summarise the benefits and opportunities that the selected performance system can provide to both the facility manager and the organisation.
- 3 A] Outline the facility management objectives in using traditional space standards or guidelines as a performance measure.
and
 B] Discuss both how space standards or guidelines might change to meet these demands what the implication of these changes might be for the organisation.
and
 C] Describe with examples the current demand issues within organisations that are likely to impact traditional space standards or guidelines.

TURN OVER

ESGF5 MEASURES OF PERFORMANCE FOR FACILITIES (CONT.)

- 4** A] Describe the strategic and operational objectives of conducting space audits from both the supply and demand perspective.
- and**
- B] Discuss the typical stages and types of measurement a space audit might include.
- and**
- C] Summarise how the results of a space audit might influence an organisation's policy in relation to space standards, space allocation and space utilisation.
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- 5** A] Summarise the facility management issues related to the capacity and utilisation of space.
- and**
- B] Discuss the purpose and relevance of the typical measures for spatial capacity and utilisation within an organisation.
- and**
- C] Speculate on how these might change in the near future.

END OF PAPER