

The 2nd International Building Control Conference 2011

## Assessment of Facilities Management (FM) Performance in International Islamic University Malaysia (IIUM)

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### Abstract

Performance management has a strong relationship with facilities management practices. The unclear information of the method of managing performance in higher education properties is emerged the research to be undertaken. IIUM Properties Facilities Management Services (IPFMS) has been entrusted to lead the new concept of out-sourcing on higher learning institution facilities management. Initially, IIUM Properties Sdn Bhd (IPSB) is a wholly owned subsidiary of IIUM Holdings Sdn Bhd was established in 2001 has team up with external company Global Facilities Management Sdn Bhd (GFM) as a technical partner to manage the operation and maintenance of the IIUM. In order to identify the relationship and the implementation of FM performance in IIUM by using the outsourcing concept, this research has been carried out. The objective of doing this research is to identify the method FM performance management in IIUM as the public university that promotes their subsidies self managed. The findings revealed that performance management practices is systematically established, implemented and enforced as part of their quality objectives achievements by introduced the performance indicators and using the four tested research variables which are flexibility, effectiveness, efficiency and creativity. The opinions gathered from respondents are very encouraging. The information is obtained from FM personnel in multiple disciplines and customer (students, ordinary staff and public) where the results are thoroughly analyzed. From the findings, the author anticipate that this paper would provide better understanding and perception to the readers as part of the FM performance management in higher education properties and the extent of its benefits as well.

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*Keywords:* Assessment; Facilities Management; Performance

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## 1. Introduction

IIUM Properties Sdn Bhd (IPSB) is a wholly owned subsidiary of IIUM Holdings Sdn Bhd was established in 2001 to undertake the function of Operation and Maintenance of the International Islamic University Malaysia (IIUM).

IIUM Properties Facilities Management Services (IPFMS) has been entrusted to lead the new concept of out-sourcing on higher learning institution facilities management. Initially, IIUM Properties Sdn Bhd (IPSB) has team up with external company Global Facilities Management Sdn Bhd (GFM) as a Technical Partner to manage the operation and maintenance starting from 2002 to 2006. The joined manage Facilities Management Services between IPSB and GFM was intentionally to assimilate technology transfer and acquire technical skill for future self manage the services.

Accordingly, the technology transfer has been successfully addressed in the third (3<sup>rd</sup>) year of the Facilities Management Services outsourcing exercise whereby IPSB has directly managed the services at IIUM Kuantan Campus commencing 01 December 2004. The operation of Facilities Management Services at IIUM Kuantan Campus has successfully managed and proven through the achievement of Customer Satisfaction Survey (CSC) at rating of 3.17 out of 5.00, exceeding the minimum rating of 3.00 as set in Key Performance Indicator (KPI) by the University.

As set in their sight to provide the best service to the University, IPSB is fully committed towards providing quality service that exceeds customer's expectation. IPFMS has implemented Quality Policy of MS ISO 9001:2000 and been certified by SIRIM QAS International Sdn Bhd under the scope of Provision of Facilities Management Services on 26 May 2006.

Continuation from the success of Facilities Management Services at IIUM Kuantan Campus, on 01 May 2005, IIUM Properties was further awarded to directly undertake the Facilities Management Services at IIUM Matriculation Centre, Petaling Jaya and managed to achieve the Customer Satisfaction Survey at rating of 3.06 and now is gearing up to obtain the ISO certification by February 2007.

Based on proven concepts of good facilities operation and maintenance management and engineering principles, procedures, systems and techniques provides the key to successful overall cost effective operation of a large scale facilities. Generally the modus-of-operandi is based on Planned Preventive Maintenance (PPM), Predictive Maintenance (PdM) and Proactive Maintenance (PM) schemes. Apart from the well defined technical and non-technical services rendered under the FMS contract, IPSB is also committed to participate and advise IIUM on the planning and development of future IIUM infrastructures and facilities.

Lastly, IPSB hope that IIUM community will benefit the most out of the co-sourcing exercise and look forward to expand the business outside the IIUM family in near future [1].

## 2. Organisation Philosophy

Vision statement for facilities management of IIUM Properties is an organization where continuous and measurable improvement in service is the standard that will be recognized by the community as the service provider of choice. What IIUM doing; by delivering excellent service, by being a partner in addressing the customers' needs, by fulfilling stewardship role, and by being an innovative leader in facilities management. Because FM employees are the most important part of realizing their vision, they are committed to ensuring that facilities management is a valued and energizing place to work where everyone has the opportunity to contribute, learn and grow.

The mission of IIUM Properties is responsible for the physical assets of the University to ensure a quality environment for students, faculty, staff and visitors in support of the university's mission of teaching, research and outreach. Facilities management includes Building Services, Maintenance

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