



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Faculty of Natural Resources and Spatial Sciences

Department of Land and Property Sciences

QUALIFICATION(S): BACHELOR OF PROPERTY STUDIES HONOURS	QUALIFICATION(S) CODE: 27BPRS
COURSE NAME: FACILITIES MANAGEMENT	COURSE CODE: FCM820S
EXAMS SESSION/DATE: JANUARY 2019	NQF LEVEL: 8
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION	
EXAMINER(S)	Mr. S. Mwando
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THIS QUESTION PAPER CONSISTS OF 3 PAGES
(Including this front page)

1. Read the entire question paper before answering the Questions.
2. Please write clearly and legibly.
3. This question paper contains four questions.
4. You **MUST** answer **ALL FOUR QUESTIONS**.
5. Make sure your Student Number is on the EXAMINATION BOOK(s).

Question 1

- a) Briefly discuss the two (2) broad categories of defects in buildings. (10)
- b) Briefly state any five (5) factors that could contribute to the occurrence of defects in buildings. (5)
- c) Define briefly what HVAC is and explain each of the elements in the acronym HVAC. (10)

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Question 2

- a) Briefly state the four (4) possible control measures that would guide the facilities manager and top management in order to manage risk. (8)
- b) Briefly discuss how the failure of the following facilities can negatively affect the core business operations of such organisations. (8)
- i) Server room in an insurance company, bank or telecommunication company;
- ii) Elevator/lift in a factory, hotel or hospital.
- c) Outline any three (3) key performance indicators that you would expect in the management of buildings and facilities of retail or office properties. (9)

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Question 3

- a) Describe two advantages and two disadvantages of benchmarking in facilities management. (4)
- b) Describe the steps in the benchmarking process, including the critical activities in each step. (5)
- c) Outline briefly five other job responsibilities of a facilities manager bearing in mind that the FM's role is both strategic and tactical. (9)

- d) The facilities manager interacts on a regular basis with the core business to identify current facilities management requirements. Use at least two examples to explain your point. (7)

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Question 4

- a) You are a consultant of an organization considering the outsourcing of a number of non-core business functions. What general advice can you give about the way the outsourcing process should be done and run? (10)

- b) Most business decisions are made based on finances (money). The following are three key financial statements a facilities manager needs to acquaint himself or herself with:

- i) Income statement
- ii) Balance sheet
- iii) Cash flow statement

Explain briefly what each of the above statement are and what sort of information they contain. (9)

- c) In order to improve facilities management systems and processes, a facilities manager should always collect relevant data on various aspects of a building and facilities. Name any six (6) methods that may be used for the collection of data in facilities management. (6)

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END OF EXAMINATION