

BUILDING MANAGEMENT SYSTEM: A CASE STUDY AT ALBUKHARY
FOUNDATION HEAD OFFICE

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A project report is submitted in partial fulfillment of the
Requirement for the award of the degree of
Master of Science (Construction Management)

Faculty of Civil Engineering
Universiti Teknologi Malaysia

April 2010

Dedicated to my beloved wife Norhazlina Abdul Rahman, my children and parent, for their everlasting support and encouragement to complete the course of studies.

ACKNOWLEDGEMENT

First and foremost, thank you to Allah for the blessings and bestow to me with patience, perseverance and high spirit.

I owe special thanks to Assoc. Prof. Ir. Dr. Rosli Mohamad Zin as my supervisor for this project report. He has always been a very supportive person and his guidance and advices gave me many valuable lessons.

In this opportunity, I would like to convey a million thanks and appreciation to all my friends for their time in helping me to complete this project.

Finally, thank you to my beloved wife, children and my parents who always have strong faith in me and provide me with countless support in terms of time and morals.

ABSTRACT

The application of building management system is extremely important. Currently at Albukhary Foundation there is no systematic building management system being applied to manage the Albukhary Foundation Head office. In this context, this study aimed to investigate the importance and significance of the building management system in managing the maintenance systematically, so that the findings can be used as guidelines and additional information for other building management team. The objectives for this research are to study the current building management system at Albukhary Foundation Head Office, to identify the weakness to the current building management system and to propose an improvement to existing building management system through the establishment of Standard Operating Procedure for the maintenance department. The method of obtaining the information and data was carried out by referring to literature review, observation, documents study, interviews and survey with the relevant party whose directly involved with the maintenance of the building. The findings of the study are the current building management system found inadequate for achieving effective maintenance management of the building, the weaknesses of the current system among others include insufficient data to generate documented reports and minimizing the maintenance department response time, and the establishment of new building management system through the development of Standard Operating Procedure where the new developed Standard Operating Procedure model will act as a guideline for maintenance department as well as to assist the management in monitoring purposes and it is capable to be a basis for the development of sustainable policies in the future.

ABSTRAK

Pengurusan bangunan secara bersistematik adalah penting. Pada masa ini di Yayasan Albukhary tidak ada pengurusan bangunan secara sistematik untuk menguruskan ibu pejabat Yayasan Albukhry. Didalam konteks ini, sasaran bagi kajian ini ialah untuk mengkaji keperluan dan kepentingan sistem pengurusan bangunan didalam menguruskan jabatan penyelenggaraan secara bersistematik, menaiktaraf sistem sediaada dan seterusnya sistem tersebut menjadi panduan kepada jabatan penyelenggaraan bangunan lain. Objektif kajian ini ialah mengkaji sistem pengurusan bangunan sediaada di ibu pejabat Yayasan Albukhary, mengenalpasti kelemahan-kelemahan didalam sistem pengurusan bangunan sediaada dan cadangan untuk meningkatkan sistem pengurusan bangunan sediaada menerusi kaedah operasi pengurusan piawai untuk jabatan penyelenggaraan. Kaedah-kaedah untuk mendapatkan data-data adalah menerusi rujukan buku-buku teks, pemerhatian secara terus, penyelidikan dokumen-dokumen, temuramah dan kaji selidik dengan pihak-pihak yang terlibat secara didalam penyelenggaraan bangunan tersebut. Hasil kajian didapati sistem pengurusan bangunan sediaada terdapat banyak kelemahan serta tidak efektif dan tidak dapat membantu jabatan penyelenggaraan dalam menguruskan bangunan tersebut, kelemahan-kelemahan sistem pengurusan bangunan sediaada juga dikenalpasti seperti kekurangan data untuk menghasilkan laporan-laporan bertulis dan terhasilnya sistem pengurusan baru menerusi kaedah operasi pengurusan piawai dimana operasi pengurusan piawai tersebut akan menjadi panduan kepada jabatan penyelenggaraan seterusnya membantu pihak pengurusan atasan untuk kerja-kerja pemantauan dan membangunkan polisi-polisi berkaitan pengurusan bangunan tersebut di masa hadapan.

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CHAPTER I

INTRODUCTION

1.1 Introduction

Over recent years there have been many developments of a generic nature that have had a profound effect on the manner in which estates are managed and maintained. A significant driver has been the rapid growth facilities management, and connected with this, directly and indirectly, have been initiatives in procurement strategies, contracting out, and performance monitoring and measurement. Whilst these changes have affected both private and public sectors, there have been particularly important changes in the latter, which have had important repercussions for the context in which the maintenance of their building stock is carried out.

For some time it has been clear that managing buildings or estates has been carried out in the context of what has become known as facilities management. The scope of facilities management has now increased beyond early concepts and has taken a massive hold of strategic thinking in the management of buildings to the point where any sensible study of maintenance management cannot take place without reference to it.

1.2 Background of Study

The study is focused on Albukhary Foundation Head Office which is located at Jalan Perdana, Taman Tasek Perdana, Kuala Lumpur. The management of the building was taken under responsibility of Totalap Sdn. Bhd.

Presently Totalap Sdn Bhd have three departments which is administration, project department and maintenance department. Currently the administration department is responsible for administration works such as human resources and accounting, project department is handling the entire charity project while the maintenance department is fully responsible for the maintenance and cleaning works.

1.3 Problem Statement

Presently there is no systematic building management applied to manage the building. In most scenario the users making verbal complaints to maintenance department, which the maintenance representative inspected, verified the defects and made reports to manager.

The manager will decide whether the works are to be undertaking by in-house staff or by the external sub-contractor. If the works need to be contract out, the manager has to obtain quotation from several contractors. The appointed contractor will undertake and completed the works within the specific time.

The system is more to complaints basis and the works is based on need only, so that this study is more to upgrade current management system which is to develop systematic management based to standard operation procedure.

Figure 1.1 showed the present building management system that been applied for Albukhary Foundation Head Office.

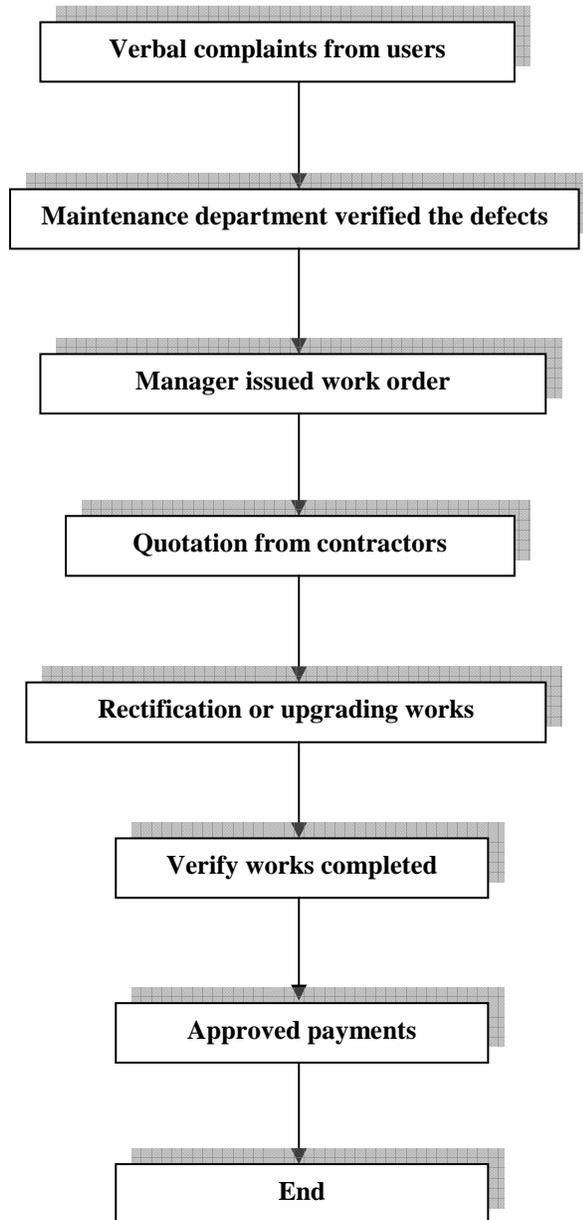


Figure 1.1: Flow chart of the current practice

1.4 Scope of Study

The scope of the study is focused on Building Management which detailing on maintenance and services works for 5 storey's with 2 storey's of basement level which is located at no. 88, Jalan Perdana, Taman Tasek Perdana, Kuala Lumpur and usually known as Yayasan Albukhary Head Office.

1.5 Aim and Objective of Study

The aim of the study is to investigate the importance, significance and weakness of the current building management system in managing the maintenance systematically, so that the system can be improved through the development of Standard Operating Procedure where the new developed Standard Operating Procedure model will act as a guideline for maintenance department as well as to assist the management in monitoring purposes and it is capable to be a basis for the development of sustainable policies in the future whilst it can be used as a guideline and additional information for other building management team.

Specifically this research is to carry out and achieves the following list of objectives:

1. To study the building management system at Albukhary Foundation Head Office.
2. To identify the weakness to the existing building management system at Albukhary Foundation Head Office.
3. To improve the existing building management system through the establishment of Standard Operating Procedure for the maintenance department.

1.6 Research Methodology

The method used in the first part is identifying what is the main core problem for the current building management system that has been implemented for the maintenance department.

The second part in this study is to identify objective and research scope of the study. This is important to ensure that the study is within the scope of building management system which is managing the maintenance department.

Third part of the study is literature review. The main information sources are gathered from text books. The second information sources are from the academic journals. The third information sources are gathered from the internet.

The fourth part is to identify the current building management system and this part involves gathering data's through the survey that was carried out in two stages. Stage one is structured interview and stages two is questionnaire survey.

The fifth part is the development of standard operating procedure. It consist a series of flow chart which is designed to model the actions and activities of the maintenance department or system because the system generally consist of a network of inter-connected activities.

The sixth part is conclusion while the last part of the study is recommendations. The purpose is to propose to upgrade the building management system that can be implemented in the future.

Figure 1.2 showed the activity flow used to achieve the objectives that have been set.

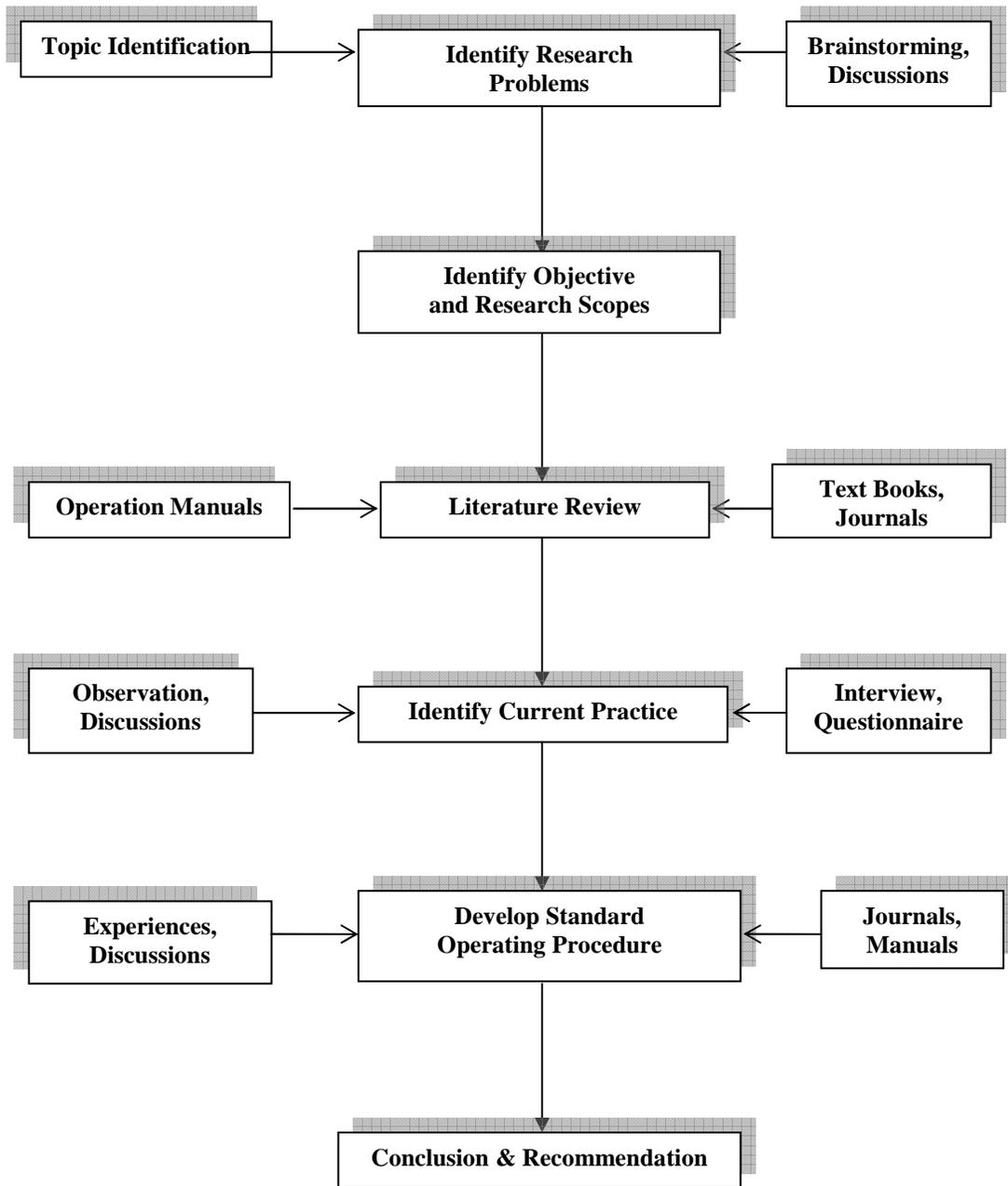


Figure 1.2: Methodology flow chart



Photos 1.1 : Albukhary Foundation head office



Photos 1.2 : Albukhary Foundation head office