

Master List/Matrix/Table

Reviewed by:

Nurdiyana Binti Ramlee
Nurdiyana binti Ramlee

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Approved by:

Laurena Aloh
Laurena Aloh

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Division	:	Facility Management
Process	Internal	External
Corrective Maintenance of Building Facilities, Park and Equipment	Negative 1. Technicians may lack knowledge and expertise 2. Lack of proper equipment to carry out the corrective maintenance	Negative 1. Late response from contractor to take action. i.e; checking condition, giving quotation & actual repair works. 2. Work not completed as expected or specified time. 3. Limited contractor for specialized work 4. Item not available locally
	Positive 1. Strong support from top management 2. Quick response from officer in charge 3. Cost saving compared to acquiring maintenance service from outside contractor	Positive 1. The outsource contractor has expertise which Assistant Engineer JA29 may not have.
Scheduled Maintenance of Building Facilities, Park and Equipment	Negative 1. Technicians may lack knowledge and expertise breakdown/malfunction of equipment (example: air-condition maintenance) 2. Goods and spare parts are not available locally as contractors needs to do special order from other country 3. Covid-19 Pandemic SOP and positive cases restrict staff and contractors to do schedule maintenance work	Negative 1. Items not available locally. 2. Impact of COVID-19 pandemic. SOP imposed on restrictions to travel/ entering premises/visitation to places affects maintenance work 3. Lack of contractors for specific/special purpose, machine/works lead to maintaining the same contractors for long period.

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	Positive 1. Quick response from in-charge person. 2. Saving cost compared to acquiring maintenance service from outside contractor.	Positive 1. Build good recognition and source of reference to other organisations.
Process	Internal	External
Management of Work Environment	Negative 1. Limited workspace for existing and new staff due to original building design cannot accommodate additional employees. 2. Breakdown of major facilities such as centralized air-conditioning system, elevator system and plumbing system.	Negative 1. Electricity breakdown from service provider (SEB). 2. Water supply interruption from service provider (Water Board and LAKU). 3. Threats from Covid 19 Pandemic adhere to SOP. For example: Limited space utilisation, daily sanitisation, engaging special cleaning services (hand sanitize, contactless water taps, sensor based soap/tissue/paper towel dispenser. Expensive to maintain.
	Positive 1. An established Schedule of Workplace Physical Factors to facilitate the monitoring of works. 2. OSH Practises already in place	Positive -

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