

TIME OF CRISIS: EMERGENCY MAINTENANCE PLAN

Mohd Mazhar bin
Mohd Marzuki

June 2021

**BUILDING MAINTENANCE
CONFERENCE
2021**



#mazhar_fm

SPEAKER INFORMATION



MOHD MAZHAR MOHD MARZUKI

Principal Consultant

+6 013 229 4229

avancerfm@gmail.com

AVANCER FM SERVICES SDN BHD (1279445-H)

1-23-5, Suite 14, Menara Bangkok Bank,

Benjaya Central Park, Jalan Ampang,

50450 Kuala Lumpur

Tel: +603 2787 9156 | Fax: +603 2181 6027



• FACILITIES MANAGEMENT • TRAINING • CONSULTING • ADVISORY • BUSINESS PLAN • POLICY / MANUAL / S.O.P. • PRIVATE FINANCE INITIATIVE (PFI) • CONTRACT PERFORMANCE / KPI • BUILDING CONDITION ASSESSMENT • OPERATIONS START-UP / TAKEOVER • CONTRACT HANDOVER • DEFECTS LIABILITY MANAGEMENT • COSTING & BUDGETING • FACILITIES CONTINUITY PLAN • DESIGN MAINTAINABILITY REVIEW • KEY PERSONNEL SOURCING • MANAGEMENT COACHING • SEMINAR / CONFERENCE ADVISORY

#mazhar_fm

Industry Advisory

POLITEKNIK MALAYSIA
SULTAN SALAHUDDIN ABDUL AZIZ SHAH

CIDB MALAYSIA

UTHM
Universiti Tun Hussein Onn Malaysia

OUM
OPEN UNIVERSITY MALAYSIA

ISO

UTMSpace 1972-1995

3




FM Consulting

JKR

LHDN MALAYSIA

KPJ HEALTHCARE

celcom
an axiata company

HSBC

KLIA HOLDINGS

FIC
FEDERA INVESTMENT CORPORATION SDN. BHD.

TH PROPERTIES

MRCB

Boustead Properties Berhad

ديوان فرنيagaan ملايو مليسيا فوست
DEWAN PERNIAGAAN MELAYU MALAYSIA
MALAY CHAMBER OF COMMERCE MALAYSIA

2




FM Training




5



INTRODUCTION

*Time of Crisis:
Emergency Maintenance Plan*




#mazhar_fm

BUILDING MAINTENANCE CONFERENCE 2021



Akta 520 CIDB dikuat kuasa 2015

semua pihak. "Pindaan akta ini penting untuk memastikan kutipan data pembangunan menyeluruh. Segala maklumat mengenai kontraktor, personel binaan yang terlibat dan binaan yang digunakan dalam projek pembinaan yang pernah dijalankan dapat diselaraskan. "Bagi pihak kerajaan, data pembinaan ini penting bagi mendan membuat pertunjukan pertum- ri pembinaan pada " katanya semasa m. Seminar Peman- n Klien Dalam Pen- astri Pmbinaan di


yang berkaitan dengan CIDB. Sehubungan itu katanya, seba- gai usaha memberi pemahaman dan penerangan terhadap pindaan akta tersebut terutama tentang pemilihan kontraktor bagi proses pembinaan, CIDB akan mengadakan sebanyak 10 seminar kepe- nya di seluruh negara. "Melalui seminar ini, peserta yang hadir boleh mendapatkan maklumat secara langsung dan terperinci tentang pindaan akta itu dan pada masa sama dapat menyu- arakan idea serta bertukar-tukar pandangan tentang industri pem- binaan," katanya. Sembilan siri jelajah yang akan menyusul pada tahun ini termas- uk Negeri Sembilan dan Negeri Selangor.

Act 520 (CIDB Act)

Akta Lembaga Pembangunan Industri Pembinaan

"construction works" means the construction, extension, installation, repair, maintenance, renewal, removal, renovation, alteration, dismantling, or demolition of --

- drainage
- mechanical
- aerodrome
- viaduct
- dam
- bridge
- aqueduct
- telecommunication works
- harbour works
- petrochemical
- reclamation works
- road
- canal
- reservoir
- electrical
- earthworks
- shaft
- culvert
- wall
- pipeline
- control works
- chimney



PENDAFTARAN KONTRAKTOR FASILITI

Kerja Fasiliti (F)
Facility works

- Civil Engineering works (C)
- Building works (B)
- M&E works (ME)
- Other services

Act 520 (CIDB Act) cont'd

Definition of "kerja fasiliti"

"Aktiviti perkhidmatan fasiliti dan penyenggaraan bangunan / infrastruktur secara bersepadu yang meliputi perkhidmatan kejuruteraan dan perkhidmatan yang berkaitan dengan keperluan pengguna."

- FM Handbook, CIDB (2015)

Building Maintenance

Main activities

Operations

- Scheduled operations (On/Off/standby)
- Monitor performance level
- Complaints/requests from users
- First-level response
- General personnel/technicians
- KPIs – response time, courtesy



Maintenance

- Scheduled inspection/replacement
- Repair (minor/major)
- Competent/trained personnel/technicians
- KPIs – service completion, system's uptime, repair time

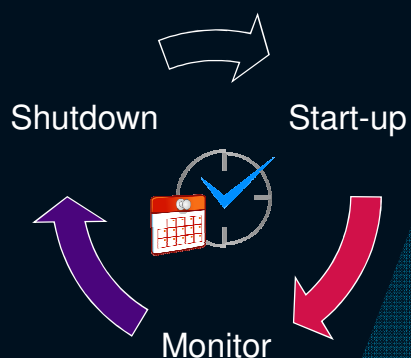
Emergency Preparedness?

9

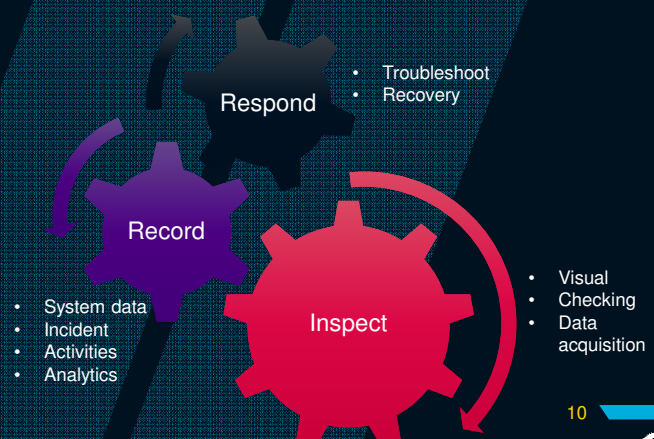


Operations

Systems operations



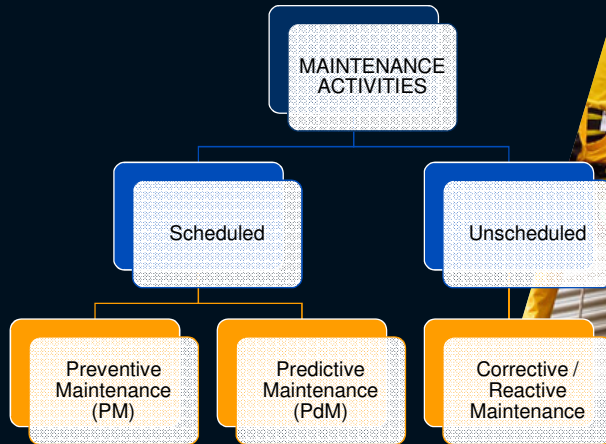
Monitoring



10



Maintenance



11



MAINTENANCE DURING CRISIS

*Time of Crisis:
Emergency Maintenance Plan*



#mazhar_fm

BUILDING MAINTENANCE CONFERENCE 2021

About Crisis

crisis
/'krʌɪsɪs/

noun

- a time of intense difficulty or danger.
"the current economic crisis"

Synonym: catastrophe, calamity, cataclysm, emergency, disaster

- a time when a difficult or important decision must be made.
"when the crisis came, she does not appear to have hesitated"



13



The importance of building maintenance

Building Maintenance (BM) is an importance scope in Facilities Management (FM)

- BM ensures safety & comfort of occupants
- BM ensures systems/installations supporting core business run smoothly without disruptions
- Crisis such as Covid-19 pandemic affects completion of scheduled maintenance → the risks of unplanned system breakdowns (especially mechanical, electrical)
- Stalled/idled systems (especially rotating machineries) could cause more to rectify / restore to original performance



14





Maintenance strategy during crisis



General considerations

- GOVERNMENT/AUTHORITIES
 - Updates, Dos & Don'ts
- BUILDING
 - Annual PPM schedule
 - Pending PPM / Work Orders
 - Login information
 - Latest defects list
 - Staffs/vendors contact information
- OCCUPANTS
 - HR/PICs contact information
 - SOPs
 - Access control / use prohibitions

15




Maintenance strategy during crisis *cont'd*



Ceasing/reducing operations

- Temporary work/standby schedules
- BAS / manual schedules
- Critical system routine/daily inspection schedules & checklists
- Alternate running schedules
- Scheduled forced running
- Pest control – baiting, corpse removal
- Waste disposal – initial, scheduled
- Remote planning/management
- Temporary SOPs / House Rules

16





Maintenance strategy during crisis *cont'd*



Coming back to work

- Recommissioning
- Visual inspection
- Sanitization
- Cleaning & pest control
- Indoor Air Quality (IAQ)
- Tenants' moving in schedules (people, goods)
- 'Lost and found'
- Reactivation of original SOPs / House Rules
- Pandemic-specific SOPs
- Post-moterm / continuous improvements

17



CONCLUSIONS

*Time of Crisis:
Emergency Maintenance Plan*



#mazhar_fm

BUILDING MAINTENANCE CONFERENCE 2021

Critical Success Factors

Ensuring the minimum system failures during and after MCOs

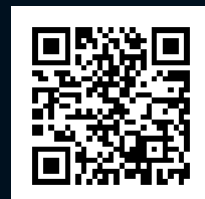


19



THANK YOU!

Mohd Mazhar bin Mohd Marzuki



#mazhar_fm