

FMT410 FM Quality Management System

Level: 4

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY JAN

Synopsis:

As organisations focus on delivering a sustainable workplace that responds to evolving technologies and user needs, facility management (FM) has an important role to play. As one of the fastest growing professional and operational disciplines globally, organisations require a consistent FM approach across locations, sites and facilities - one that supports in-house delivery and provides procurement teams a benchmark to measure competency and maturity of FM providers in a global market. Adopting a management system framework approach with alignment to international standards (ISO) will provide the foundation to ensure processes within the build environment is able to achieve consistent compliance and continual improvement. Undergraduates will gain insight into the basic ISO 9001 (Quality Management) and the more specific ISO 41001 Facility Management – Management System. Through this course, there will also be references to other relevant ISO standards for environmental (ISO 14001) as well as workplace safety and health (ISO 45001) that can be integrated into a holistic integrated management system.

Topics:

- Definition of Quality
- Quality Assurance, and Quality Control
- Quality Management
- Elements of a Quality Management System
- ISO 9000 Quality
- CONQUAS
- Integrated Management Systems for FM
- ISO 41001
- ISO 14001
- ISO 45001
- Technique of writing effective audit report
- Case studies

Learning Outcome:

- Discuss the purpose and significance of management systems framework and what constitutes an integrated management systems for FM
- Appraise management system practices and integrated management systems for FM
- Evaluate quality systems such as ISO 9000, CONQUAS, ISO 41001, ISO 14001 and ISO 45001
- Examine quality management policies
- Prepare documentation for quality audits
- Create systems to improve work-place quality and productivity

Assessment Strategies - Regular Semester (Evening Class):

Components	Description	Weightage Allocation (%)
------------	-------------	--------------------------

Overall Continuous Assessment	TUTOR-MARKED ASSIGNMENT 1	10
	TUTOR-MARKED ASSIGNMENT 2	20
Overall Examinable Components	Written Exam	70
Total		100

*The information listed is subject to review and change.