

**K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH,**

**Vidyavihar, Mumbai- 400077**

**Program: PGDM (HCM)– March 2019**

**Subject: Facilities Management**

Maximum Marks: 50

**Duration: 3 hours**

**Date: 28<sup>th</sup> March 2019**

**Note: Attempt any five questions. All carry equal marks (10)**

**Q 1: a)** What is facilities management? Describe various stages of FM development.

**b)** Briefly describe various facilities management services in hospitals.

**Q 2: a)** What role does HVAC play in hospital facilities management?

**b)** Discuss in brief the role of leadership in Hospital Facilities Management.

**Q 3: a)** MRO (maintenance, repair and operating) in hospital facilities management is crucial. Discuss different approaches to maintenance in a hospital.

**b)** Emergency preparedness plays an important role in making hospitals safe. Critically evaluate.

**Q 4:** Critically evaluate the role of risk assessment and management process in making the hospital safe.

**Q 5:** Discuss in detail the important role played by the information technology and communication in today's hospital facilities management scenario.

**Q 6:** Write short notes on the below; (TWO MARKS EACH)

a) Hard and soft facilities management

b) Air filtration and maintenance

c) Fire safety in hospital FM

d) Errors and Risks in Hospital

e) Facility security management

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