

Chapter 2 Outline

Facilities Maintenance and Repair
Maintenance Management Systems
 Contract Services and Outsourcing
Computerized and Internet-Based Facilities
 Management
Budgeting for POM and Utilities
Contract Services, Responsibility
 Accounting, and Facilities Costs
Capital Expenditure (CapEx) Management
Facilities Benchmarking
Personnel Management in Maintenance
Training and Certification

Competencies

1. Describe several types of maintenance. (pp. 38–40)
2. State the goals of maintenance management systems. (p. 40)
3. Identify and explain the function of several important forms and documents typically used in a maintenance management system. (pp. 40–45)
4. Describe the role played by maintenance schedules and detailed instructions in a preventive maintenance program. (pp. 45–54)
5. Outline the various types of plans and specifications that may be needed for equipment repair and building renovation. (p. 54)
6. List several tactics that could help during maintenance emergencies. (pp. 54–55)
7. Describe elements to consider when hiring contract maintenance services. (pp. 55–58)
8. Describe computerized and Internet-based facilities management. (pp. 58–59)
9. Explain basic elements of budgeting for POM and utility costs. (pp. 59–64)
10. Describe the role of the maintenance department in capital projects and renovations, and explain facilities benchmarking. (pp. 64–70)
11. Outline several considerations involved in managing personnel issues in the maintenance department. (pp. 70–72)