ABSTRACT

High Technology (Hi-Tech) Industries are perceived as those which either apply new technology developments in the production or provision of goods or services; or the production of high-tech products. Hi-tech industries require higher quality of services and maintenance. These translate to offer much challenges to facilities managers in these industries.

Unlike traditional maintenance management, facilities management integrates the overall buildings and facilities within the perspective of corporate strategic plans. Facilities management is a rapidly emerging profession and also progressively gaining recognition in hi-tech industries.

The importance of facilities management is evident as managers of hi-tech facilities and buildings take on greater responsibilities in influencing strategic corporate decisions. Facilities managers need not be specialists but rather as the co-ordinators of other specialists, they have a crucial and critical role to play in ensuring that user needs in these hi-tech environments can be adequately met and served.

Facilities management in Hi-tech industries, specifically, in manufacturing facilities set-up, is firstly introduced in this study. Attempts are also made to address and discuss the various issues facing contemporary facilities managers in these industries.
Recommendations are then made for improvement of Facilities Management practices in these Hi-Tech industries.

From the survey analysis, it was observed that Facilities Management in Hi-Tech industries is still very much in its infancy stage. It is only practised in some forward-looking multinational corporations and even that is only carried out on a limited and fragmented approach. It is clearly lacking in the strategic management of our buildings and facilities. However, there are indications of certain hybrid of Facilities Management and traditional property maintenance and management practice. It is evident from the survey and case study that the current practice of Facilities Management in Hi-Tech industries of Singapore is still inadequate. Much needs to be done to further improve on its techniques to attain its full benefits.