ABSTRACT

This dissertation examines the application of facilities management techniques on peacetime performance of Civil Defence (CD) Shelters in Singapore. The aim is to develop suitable facilities management technique to evaluate facilities performance of CD Shelters. A survey was conducted to obtain users' feedback. It has been found that the existing system of facility appraisal only evaluate CD Shelters related to its basic functions as shelters. Feedback from existing commercial peacetime users has not been systematically collected. To overcome this limitation, a conceptual model was developed. A case study was undertaken to demonstrate the applicability of the enhanced facilities management technique. The study showed that appropriate facilities management technique provides a balanced approach in facilities measurement. It considers both functional requirements and users’ satisfaction. This results in better understanding of the performance of CD shelters related to its uses as dual-purpose shelters.