ABSTRACT

Technological advancement in modern living accompanied by an improvement in social and economic standards, has led to the emergence of a new class of more sophisticated and demanding facilities user.

Maintenance experts and modern building owners have become acutely aware that the conventional in-house maintenance practices are too fragmented to cope with the high-tech building services. Their in-house staff also lack the resources, skills and knowledge to meet the rising expectations of the users and to provide the quality service required for this new generation of intelligent buildings.

As a modern approach towards meeting the aspirations of the building owners and users, and to meet the challenges of the high-tech building in the millennium, the total building maintenance management concept was then evolved and given the deserving recognition amongst the maintenance experts and new building owners.

What is "total building maintenance management" and what are the potential impact and distinct benefits it can bring to the users and building owners? These are the key issues being addressed and studied in this research. This study is the first attempt to examine the practice of the Total Building Maintenance Management concept in Singapore.