ABSTRACT

Globalisation has brought about intense competition, as well as many challenges and opportunities. The increasing need for connectivity and pace of product obsolescence means that the Small-and-Medium sized Enterprises would need to focus on value creation.

Today, HDB has also moved on to develop new quality industrial facilities including ramp-up motor workshop developments such as AMK AutoPoint and Sin Ming AutoCare. Despite the age of the New Economy, the fundamentals have not changed.

AMK AutoPoint and Sin Ming AutoCare are two of HDB’s newly completed projects. Tenants have already moved into the premises and started their operations. As such, it is timely that an occupiers’ satisfaction study is carried out to assess the satisfaction of the occupiers with these developments. The study on the level of satisfaction via descriptive will help to give developers who build ramp-up factories like HDB factories a good reference for the critical design features.

The findings of the study affirm that ramp-up factory design satisfies the design requirements of tenants in the motor repairs and servicing industry, especially the essential services. The marginal improvement priorities revealed that greater emphasis is placed on improving building inadequacies which are frequently used such as the driveway, car park facilities, ventilation and lighting.