



## Course Overview

The Facilities Management (FM) function continues to evolve, as do the range of responsibilities and the methods employed to deliver services. This training program covers the entire FM range, offering the latest thinking in the profession. It confronts head-on the practical problems encountered on the ground and offers real solutions. Key to the success of individuals in this arena is the ability to deal with people and manage changes.

This course features how to establish, implement, manage and continually improve your facility department to get the best out of your facilities within the given boundaries of costs, performance and other important factors during its total lifetime.

This program is designed to develop the participant's skills in managing facility, staff and corporate assets while minimizing risk exposure in the workplace. As the Facilities Management (FM) function continues to evolve, this course offers the latest thinking in the profession, right balance between asset performance (functionality, availability, reliability, safety), and will tackle specific issues encountered on the ground and apply best practices in discussing real solutions.

### **This course will feature:**

- Proper knowledge of the principles of facilities management
- How to apply best practices according to several norms
- Understanding how to operate and maintain facilities as a "business within a business"
- Sharing of facilities management experience
- Insights regarding current state of facilities management processes and possibilities to improve them.

### **This course is suitable to a wide range of professionals but will greatly benefit:**

- Professionals who are responsible for the management, operation and maintenance of facilities (buildings, production facilities, utilities, power and water distributions networks landscaping, etc.)
- Professionals aiming to update themselves on the basic elements, best practices and implementation aspects of facilities management.

## **The Basic Elements of Facilities Management:**

- The Facilities Management process in general
- Facilities Management as a business within a business
- Facilities phases, planning and realization
- Relation between Facilities Management and Asset Management
- Facilities Roles, the current state of your Facilities Management processes
- Types of planning
- Strategic and annual planning, Life Cycle Cost principles
- Budgeting principles
- Disaster recovery plans
- Maintenance concepts
- Work planning and control, performance management regarding the workflow

## **Course Outline:**

### *Strategic Management*

- The Facilities Plan
- Key Performance Areas

### *Financial Management*

- Financial Accounting
- Budgeting
- Cost Tracking
- Financial Reports

### *Risk Management*

### *Planning*

### *Project Management*

### *Operations Management*

- Managing Building Services
- Procurement Management
- Contract and Contractor Management
- Management of Diverse and Specialist Services
- Managing Customer Services
- Managing the Working Environment

### *Quality and Reliability*

- Techniques for Achieving Reliability
- Quality Control
- Quality Assurance
- Quality Management

### *Property Management*

- Property Portfolio Strategy
- Law Governing Property Management
- Property and Asset Register
- Understanding Building Design
- Building Fabric Maintenance

### *Leadership (Including Communication)*

### *Corporate Organization Structure*

### *Establishing and Managing Facilities Department*

- Planning the Facilities Function
- Structuring the Operation
- Developing a Facilities Service Culture

### *Managing the Operation*

### *Technology in Facilities Management*

- General Client Organization Technology
- Technology Competence
- Problem Management
- An Integrated Facilities Operation
- Planned Management