

# € TRAINING

Facilities Management





# Facilities Management

## Introduction:

This training program provides participants with the essential skills and knowledge needed to oversee and maintain the physical infrastructure of an organization. Through hands-on learning and theoretical instruction, participants learn to enhance efficiency, reduce costs, and ensure the smooth functioning of facilities.

## Program Objectives:

At the end of this program, the participants will be able to:

- Evaluate the current state of the delegates' facilities management process.
- Understand the need for a proper operational & maintenance control center.
- Learn how to draw up a preventive maintenance concept, based on risk.
- Improve strategies to decide when and what to contract out.
- Accomplish an outsourcing strategy which helps you in realizing better results.
- Learn how to monitor performance and results.
- Understand how to operate and maintain their facilities as a "business within a business".
- Learn how to be able to share experience and knowledge with others.

## Targeted Audience:

- Facilities managers.
- Building managers.
- Risk department.
- Administration department.

## Program Outlines:

Unit 1:

### Overview of Facilities Management:

- The Facilities Management process.

- Facilities Management as "a business within a business".
- Facilities planning.
- Facilities realization.
- Facilities operations & maintenance.
- Individual assessment - the current state of your facilities management process.

## Unit 2:

### The Basic Elements of Facilities Management:

- Strategic & annual planning.
- Design, build and maintain recycle.
- Operations & Services.
- Work planning & control.
- Maintenance & repair.
- Information management.

## Unit 3:

### Preventive Maintenance & Maintenance Strategy:

- Understanding risk.
- Risk-Based Maintenance - the methodology.
- Seven steps in developing an efficient and risk-based maintenance strategy.
- Defining maintenance tasks.
- Case study.
- Typical inspection & maintenance tasks for utilities.

## Unit 4:

### Outsourcing and Contracting:

- What to outsource and what not.
- Choosing the right contractor.

- How to manage this.
- Contract types.
- The contracting cycle.
- Service level agreements.

## Unit 5:

### Performance Monitoring & Benchmarking:

- Continuous improvement.
- Target setting as a starting point.
- Monitoring performance: develop and use Key Performance Indicators.
- The Facilities Management Balanced Scorecard.
- Benchmarking: how to set up a benchmark study.