

# € TRAINING

General Services and Facilities Management





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## Introduction:

The General Services and Facilities Management training program provides comprehensive instruction on effectively managing various aspects of facilities and services within an organization. Participants will learn strategies for optimizing facility operations, enhancing service delivery, and ensuring the efficient management of resources.

## Program Objectives:

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

- Understand the basics of facilities management.
- Understand how to draw up a preventive maintenance concept, based on risk.
- Develop strategies to decide when and what to outsource.
- Understand the different types of contracts.
- Identify and monitor the facilities management-processes performance.

## Targeted Audience:

- Facility managers and supervisors responsible for overseeing the maintenance and operation of buildings and facilities.
- Service managers and coordinators involved in managing service delivery and customer satisfaction.
- Maintenance technicians and staff responsible for conducting repairs and upkeep of facilities and equipment.
- Procurement and logistics professionals involved in sourcing, purchasing, and managing facility-related supplies and services.
- Administrative staff and support personnel involved in office management and administrative functions within facilities.

## Program Outlines:

### Unit 1:

#### An Overview of Facilities Management:

- The Facilities Management process in general.
- Facilities Management as a business within a business.
- Facilities phases, planning and realization.
- Relationship between Facilities Management and Asset Management.

## Unit 2:

### The Basic Elements of Facilities Management:

- Facilities Roles, the current state of your Facilities Management processes.
- Types of planning.
- Strategic and annual planning, Life Cycle Cost principles.
- Budgeting principles.
- Work planning and control, performance management regarding the workflow.

## Unit 3:

### Preventive Maintenance and Maintenance Strategy:

- Disaster recovery plans.
- Maintenance concepts.
- Understanding RISK.
- Risk-Based Maintenance, the methodology.
- Steps in developing an effective & risk-based maintenance strategy.
- Typical inspection and 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 and Benchmarking:

- Continuous improvement.
- Target setting as a starting point.
- Monitoring performance: development and use of Key Performance Indicators.
- The Facilities Management Balanced Scorecard FMBSC.
- Assessments, audits and benchmarking; a practical exercise in auditing.