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## General Facility Management

PIK415-0725 LON-1



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**PPP:** £4550



## **General Facility Management**

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**If you can't train them,  
you can't blame them!**

### **Short Description:**

OVERVIEW: Facilities managers have responsibilities for providing, maintaining and developing many services. These range from property strategy, space management, and communications infrastructure to building maintenance, administration, and contract management. Facilities management includes space, infrastructure, people, and organisation. This training program will feature how to establish, implement, manage and continually improve your facility department to get the best out of the facilities within the given boundaries of costs, performance, and other important factors during its total lifetime. As the Facilities Management (FM) function continues to evolve, this training course offers the latest thinking in the profession, the 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.

### **Course Overview:**

#### **COURSE OBJECTIVES:**

At the end of this course 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.

### **TARGET AUDIENCE:**

- 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.

## **Program Outline:**

### **COURSE OUTLINE:**

#### **DAY 1: An Overview of Facilities Management**

1. The Facilities Management Process in general.
2. Facilities Management as a business within a business.
3. Facilities Phases.
4. Facilities Planning and Realisation.
5. Relationship between Facilities Management and Asset Management.

#### **DAY 2: The Basic Elements of Facilities Management**

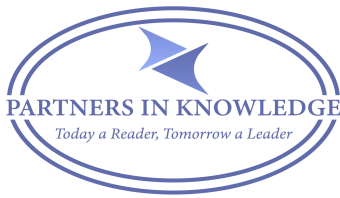
1. Facilities Roles and current state of your Facilities' Management Processes.
2. Types of planning.
3. Life Cycle Cost Principles.
4. Budgeting Principles.
5. Work Planning Performance Management.

#### **DAY 3: Preventive Maintenance and Maintenance Strategy**

1. Disaster recovery plans and maintenance concepts.
2. Understanding RISK.
3. Risk-Based Maintenance and Methodology.
4. Steps in developing an effective & risk-based maintenance strategy.
5. Typical inspection and maintenance tasks for utilities.

#### **DAY 4: Outsourcing and Contracting**

1. What to outsource and what not?
2. Choosing the right contractor.
3. Contract types.
4. The contracting cycle.



5. Service Level Agreements.

### **Unit 5: Performance Monitoring and Benchmarking:**

1. Continuous improvement.
2. Monitoring performance: development and use of Key Performance Indicators.
3. The Facilities Management Balanced Scorecard (FMBSA).
4. Assessments, audits and benchmarking; a practical exercise in auditing.
5. Course review/Wrap up.