



NIGERIA CHAPTER OF  
**IFMA**™  
International Facility Management Association

Build your career  
on a solid foundation...

# Earn the Facility Management Professional Credential



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May 11-20, 2020, July 13-22, 2020, Nov. 16-25, 2020



# TOP 5 reasons to earn your FMP

## Build a solid foundation

1

The enhanced and updated course curriculum required to achieve IFMA's Facility Management Professional (FMP) credential will prepare you for the unique challenges of the profession, focusing on competencies essential to an FM's day-to-day responsibilities.

## Start your career in the right direction

2

Facility management is a constantly evolving profession. A commitment to continuing education and professional development ensures an up-to-date skill set throughout your career.

## Prepare for the Certified Facility Manager (CFM) Exam

3

FMPs who continue their professional growth have a greater chance of successfully completing the CFM Exam and joining the elite circle of certified Facility Managers.

## Set yourself apart from the competition

4

Whether you are applying for a position or promotion in the field, or if you plan to do business with an FM, having the letters "FMP" after your name demonstrates your professional knowledge.

## Establish your professional network

5

Enjoy opportunities to meet and network with expert instructors and peers during live FMP courses. Take advantage of special FMP events at local, national and international events.



To be effective, facility managers must develop strategies to successfully carry out major initiatives by influencing the decisions and attitudes of others. Effective strategies require that facility managers are able to integrate people, places, processes and technology. They must be able to align the facility portfolio with the entire organization's missions and available resources, and to be innovative in order to move forward with their staff and processes to respond to the ever-changing requirements.

## COURSE CONTENT

### Introduction

#### Plan Strategically

Topic 1: Introduction to Strategic Planning

Topic 2: Align Facility's Strategic Requirements to Entire Organization's Requirements

Topic 3: Develop and Implement a Strategic Planning Process

Topic 4: Develop a Strategic Facility Plan or Facility Master Plan

Topic 5: Implement Strategy Using Tactical Plans

#### Lead and Manage the Facility Organization

Topic 1: Introduction to Leadership and Management

Topic 2: Theories of Individual Behavior and Leadership

Topic 3: Lead, Influence, Inspire, and Manage the Facility Organization

Topic 4: Advocate for Facility Management Needs and Priorities

Topic 5: Organize and Staff the Facility Organization

Topic 6: Develop Effective Teams

Topic 7: Develop, Implement, and Evaluate FM Policies, Procedures, and Practices

Topic 8: Clarify and Communicate Responsibilities and Accountabilities

Topic 9: Resolve Conflicts

#### Provide Leadership to the Entire Organization

Topic 1: Promote, Encourage, and Adhere to a Code of Conduct

Topic 2: Develop and Manage/Oversee Relationships

Topic 3: Ensure Compliance with Corporate Social Responsibility Policies

Paul is a certified facility manager of both the International Facility





May 13-14, 2020  
July 15-16, 2020  
Nov 18-19, 2020

## Operations and Maintenance

The primary role of facility managers is to manage/oversee an operating facility. To do this, facility managers must have a working knowledge of building systems, structure, interiors and exteriors and grounds so the facility and all of its required systems function efficiently, reliably, safely, securely and in a manner consistent with existing regulations and standards. Effective operation and maintenance of facilities is a complex responsibility in today's environment

### COURSE CONTENT

#### Introduction to Operation and Maintenance

Topic 1: Operations and Maintenance Overview

Topic 2: Begin with a Plan

#### Assess Facility Needs

Topic 1: Assess the Condition of the Building Structure

Topic 2: Assess Exterior Structures, and Elements

Topic 3: Assess the Condition of Building Systems

Topic 4: Assess Interior Furnishings, Fixtures, and Equipment

Topic 5: Assess Grounds

#### Manage/Oversee Operations and Maintenance of Building, Systems, and Equipment

Topic 1: Acquire Systems, Materials, and Equipment

Topic 2: Install Systems, Materials, and Equipment

Topic 3: Maintain Systems, Materials, and Equipment

Topic 4: Operating Building Systems and Equipment

Topic 5: Replace Systems, Materials, and Equipment

#### Manage/Oversee Occupant Services

Topic 1: Recognize Desired Occupant Services

Topic 2: Develop Usage and Service Guidelines

Topic 3: Prepare and Execute Modifications to Occupant Services

#### Select the Best Resources

Topic 1: Develop Maintenance and Occupant Service Specifications

Topic 2: Select Competent Service Providers (Staff or Contract)

Topic 3: Negotiate Service Level Agreements (SLAs)

Topic 4: Monitor Work/Service Performance

Topic 5: Resolve Contract Disputes

#### Measure Operations and Maintenance Performance

Topic 1: Determine Life Cycle Cost (LCC)

Topic 2: Monitor the Use and Performance of Facilities

Topic 3: Monitor Occupant Satisfaction



Facility managers manage/oversee high-value assets that represent significant financial investment in technology, buildings, structures, interiors, exteriors and grounds. Since facility managers are typically responsible for the oversight, operation and maintenance of the buildings and grounds, as well as oversight of various service contracts, understanding the basics of finance and business is critical.

## COURSE CONTENT

### Introduction

#### Finance and Business in the Facility Organization

Topic 1: The Importance of Being Finance and Business Aware

Topic 2: Financial Terminology

Topic 3: Fundamental Accounting Concepts

#### Financial Management of the Facility Organization

Topic 1: Budgets and Budgeting Basics

Topic 2: Financial Statements

Topic 3: Business Cases, Supporting Documentation, and Financial Reports

Topic 4: Fundamental Cost Concepts

Topic 5: Analyzing and Interpreting Financial Documents

Topic 6: Cost Containment Strategies

Topic 7: Chargebacks

#### Procurement in the Facility Organization

Topic 1: Procurement Procedures

Topic 2: Procurement and Facility Management Outsourcing  
Contracts in the Facility Organization

Topic 1: Contract Development, Management and Oversight

Topic 2: Contract Administration

Topic 3: Analyzing and Interpreting Financial Contract Elements

Topic 4: Resolving Vendor Conflicts





A person wearing a red hard hat and a plaid shirt, seen from behind, standing in front of a blue background with white technical diagrams and symbols. The diagrams include circles, lines, and a question mark, suggesting a technical or engineering context.

Facility managers make use of all aspects of project management beginning with planning, scoping, scheduling and ending with evaluating. Project planning and management are core skills in facility management. The skills are particularly important because of the wide range of projects assigned to the facility organization. Projects vary in scope, complexity, duration and financial risk.

# Introduction to Project Management

## Topic 2: The Project Manager

### Topic 3: Project Management Processes and Life Cycles

## Topic 1: Define Phase Introduction and Project Inputs

## Topic 2: Define Project Purpose

### Topic 3: Perform Programming

## Topic 4: Create Project Charter and Project Objectives Statements

## Topic 1: Design Deliverables or Space

## Topic 2: Create the Project Management Plan

### Topic 3: Plan Team and Resources

## Topic 1: Acquire Team and Resources

## Topic 2: Execute and Control Project

## Close Projects

## Topic 1: Accept Deliverables or Occupy Space

## Topic 2: Close Contracts and Projects and Evaluate Outcomes

