



Building Services Management Best Practices Training program



Introduction:

The challenges in delivering a high performing, energy efficient building that caters to the needs of the occupiers is central to day to day activities. Learning about the full range of issues you need to complete your role is important, as is receiving acknowledgement of your professional qualifications. This course will give you a thorough understanding of the key aspects of facilities management and performance for good practice proven strategies to implement back in your office. Attend the training course and you will walk away with knowledge of developing effective FM service strategies.

The importance of building services to the success of an organization has never been greater and continues to grow. Developers and occupiers are becoming more aware of the contribution that building services make to the wellbeing of occupants and hence their perception of the quality of the working environment. Those involved with the design, construction, maintenance and operation will increasingly be required to deliver building services that make a demonstrable contribution to the occupier's business. Energy efficiency, carbon management and occupant satisfaction depend substantially on the way building services are designed, managed and operated. To optimize these aspects, an informed strategic approach is essential. Tried and tested techniques and processes are available

that, when applied holistically, will deliver substantial benefits. This course reviews best practice in the area and inspires participants to ensure that building services perform at their optimal level.

Who Should Attend?

Maintenance Managers, Property Management Company Employees, Property Managers, Supervisors, General Services Managers, General Services Supervisors, General Services Foremen, General Services Personnel, Building Managers, Property Owners, LEED Designers, MEP Contractors and Consultants, Logistics Consultants, Logistics and Financial Managers, Accounting and Operations Managers, Facilities Managers, Third-Party Logistics Providers, Supply Chain and Logistics Managers and Professionals, Operations Managers, Security Professionals, Physical Asset Managers, Estate Managers, Fire Protection Buyers, Architects, Health and Safety Officers, Manufacturing Site, Plant Managers, Maintenance Managers, Planning Supervisors, Designers, Contractors, FM Managers and Staff, Procurement Managers and Staff, Contract Managers and Staff, 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 elements, best practices and implementation aspects of facilities management, non-maintenance directors accountable for maintenance, maintenance support people and people who are in training for these positions

Course Objectives:

By the end of this course delegates will be able to:

- Have a better understanding of how building services can be designed, managed and operated
- Maximize occupant comfort, satisfaction and wellbeing
- Add value and contribute to the success of the business of the occupier
- Improve health safety
- Reduce operating cost, energy use, carbon emissions and environmental impact
- Optimize cost and value
- Provide strategies for continuous improvement and sustainable operation
- Assess the nature of buildings and the relationship to their use by occupants

- Critically examine the cost implications and techniques for space management
- Identify maintenance requirements and cost effectively implement plans

Course Outline:

- Building services fundamentals
- The function of services in commercial buildings and their importance to the core business
- Importance of facilities management
- Assessing the growth of FM and the developing role of facilities managers in organizations in the UK and internationally
- Identifying the major qualities and skills required for best practice
- Building handover, commissioning and on-going management
- Maintenance and space management
- Health and safety for facilities managers
- Contract management, commissioning and managing contract services
- Energy and environmental management
- Techniques and processes for optimizing cost and value
- Programmed operation evaluation
- Continuous commissioning
- Lifetime product management
- Performance-based service
- Energy efficiency and the scope for environmental improvement
- Making the business case and preparing the strategy
- Motivating decision-makers
- Empowering those who have to deliver the results
- Managing business risk
- Strategy implementation and monitoring results

- Ensuring that rich and robust feedback is available to support continuous improvement and strategy enhancement
- When, why and how to get feedback
- What to do with it