



Best Technology Solutions (BTS)

Essentials of Facilities & Support Services Management Training program

Introduction:

The facilities management (FM) function continues to evolve, as do the range of responsibilities and the methods employed to deliver services. This course covers the entire FM range, offering the latest thinking in the profession. It confronts head-on the practical problems encountered on the ground and offers real solutions. Key to the success of individuals in this arena is the ability to deal with people and manage change, hence the course format of this course which enables participants to confront the implications of their actions in a safe environment.

Who Should Attend?

Facilities Managers, Maintenance Managers, Property Management Company Employees.

Course Objectives:

By the end of this course delegates will learn about:

- An update on current best practice in FM
- Greater awareness of the customer, financial, organizational context in which the FM function operates
- A complete view of the role and responsibilities of the FM function
- Practical advice and guidance on selection and management of suppliers



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- Greater awareness of health and safety compliance issues, risk management and business continuity
- An appreciation of the importance and benefits of good project management

Course Outline:

Defining FM

- What is facilities management (FM)?
- Defining FM within an organization
- The 8 key roles of FM
- FM – overhead or profit center?
- The strategic importance of managing facilities
- Developing an FM plan and team

Establishing Control of Support Services

- Identifying and reviewing support service requirements
- Profiling current service levels and costs
- Reviewing contracted services
- Outsourcing vs. in-sourcing
- Contract bundling and aggregation
- Determining and implementing a contract strategy



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Focusing on the Customer

- Understanding customer business needs and objectives
- Engaging the customer
- Customer service strategy
- Developing a customer action plan
- The pursuit of excellence

Managing the Budget

- Harnessing cost data
- Identify spending patterns
- Building up the budget plan
- Defending the plan
- Control mechanisms and reports
- How to maximize the budget

Understanding Service Contracts

- What is a contract and why do we need them?
- Tender terms
- Objectives and understanding what the contractor wants
- Contract structure explained
- Terms and conditions
- Specifications – output vs. input



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- Schedules of tender
- Supplier own contracts – common traps!

Controlling the Tender Process

- Why tender?
- Tender timetable
- Roles and responsibilities
- Tender stages
- Tender board interview techniques
- Negotiation techniques
- Award and debriefing
- TUPE issues

Mobilization of Service Contracts

- Managing change
- Implementation program
- Briefings and site familiarization
- Lines of communication
- Procedures and manuals
- Handover arrangements



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In-Contract Management

- Review and revise contract strategy objectives
- Building successful contract management relationships
- Monitoring process step by step
- Service level agreements and KPIs demystified
- Reports that inform and managing contract meetings
- Contract review process and dealing with contract variations
- How to handle disputes and contract termination
- Planning and preparing for re-tendering
- Practical tips on managing support services

Compliance and Risk Management

- What legislation and who is accountable?
- Developing a safety policy
- Managing safety
- How to carry out a risk assessment
- Permits to work
- Practical guidelines to handling emergencies
- Business continuity – FM's role



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Managing a Project

- How to get started – plan, brief, consult
- Understanding the building – structure, design constraints
- Space – cost, open plan, storage, restaurant, nursery, gym
- Moving people – the issues and how to avoid the pain
- Removal contracts – the pitfalls
- Managing a happy move