



Operational FM for the Professional Facilities Manager

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Course Summary:

This course will help delegates understand the strategic impact of facilities management on organizations, and the business drivers that determine operational. You will learn how to apply management techniques to add value to the facilities management operation and improve its performance in line with organizational objectives. It will encourage you to recognize and act on opportunities to improve overall business performance through more effective facilities planning and management. This course is intended for public and private sector staff with a minimum of two or three years' management experience in the field, who are looking to develop an already sound understanding of day to day operations into a strategic view of facilities management. It will explain the strategic impact of facilities management on organizations and how to apply techniques to add value to the facilities management operation and improve its performance in line with organizational

Who Should Attend?

Facilities Managers, 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, 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:

- The wide scope, extent and diversity of the FM function
- How facilities management relates to organizational objectives and business drivers
- The impact that commercial priorities and culture have on the provision and resourcing of FM services
- The key factors driving facilities requirements and how these influence the priorities for FM service levels and resourcing
- The key functions of facilities management and how it responds to a variety of business models
- How to identify and best deliver and manage support services and building services
- Whether it is best to deliver services in-house or using outsourcing
- Key aspects of financial management for facilities managers and understanding facilities costs in the wider business context
- How to collect and interpret financial information and to explore the part played by FM in the business as a whole
- How occupancy costs fit in to the context of the wider business
- How to manage a relocation project, and the key principles of project management
- Structuring project teams, understanding roles and responsibilities
- How to identify key environmental and sustainability issues, legislative requirements and develop a mitigation plan
- Appraisal tools for assessing your energy and environmental management status, and how to avoid energy waste
- Risk assessment methods and business continuity planning
- How to develop and implement disaster recovery strategies
- The role of security, security threats, and measures to reduce weaknesses
- Key aspects of fire safety management, statutory obligations and fire risk reduction
- Why health and safety is important and how it can be managed

Course Outline:

Introduction & Qualifications

- Domestic arrangements for the course
- an overview of key aspects of the BIFM qualifications for those delegates that have opted to do them and for those that subsequently choose to opt in
- Establishing the facilities management service
- the impact that commercial priorities and culture have on the provision and resourcing of FM services
- Delivering the services

Applying Health and Safety to Service Delivery

- Good health and safety standards and procedures
- Ensure that support services providers are correctly managed
- Some of the sources of information relating to the considerable amount of legislation and codes of practice necessary for compliance
- Group activities will also focus on the need for full compliance

Financial Management for Facilities Managers (Presentation & Group Work)

- Introduction to financial reports and appreciation of why these are important to business organizations
- Understanding of why these financial reports are also important to facilities managers
- Introduction to key financial terms that would be used in an effective dialogue with finance people
- Introduction to some financial appraisal techniques for business case evaluation
- Financial management for facilities managers

Managing Relocation

- The practical aspects of managing major move projects
- The key principles of project management which apply in a range of situations
- Structuring project teams, understanding roles and responsibilities
- Procuring internal and external expertise
- Briefing consultants and contractors
- Managing and influencing users' expectations
- Programming
- Project control and budgeting
- Post-project feedback
- Managing Relocation exercise

Energy and Sustainability

- Key environmental and sustainability issues
- Environmental legislation affecting business activities - waste, water, land & contamination
- Energy management and good practices to reduce carbon emissions and costs
- Practical tools to monitor performance and implement continuous improvement plans
- Sources of information

Introduction to Risk

- What is a risk?
- Hazard versus risk, consequences and impact
- Risk assessment and risk reduction
- Other risk management tools including insurance and risk financing
- Introduction to security
- Role of security, security threats, measures to reduce weaknesses
- Introduction to fire safety management
- Statutory obligations, causes of fires, fire risk reduction

