



Best Technology Solutions (BTS)

## Professional Facilities & Equipment Management for Specialists - Training program

### Introduction:

This course features how to establish, implement, manage and continually improve your facility department to get the best out of your facilities within the given boundaries of costs, performance and other important factors during its total lifetime. This interesting course is designed to develop delegate's skills in managing facility staff and corporate assets while minimizing risk exposure in the workplace. As the Facilities Management (FM) function continues to evolve, this course offers the latest thinking in the profession, 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. This course will feature:

- Proper knowledge of the basic principles of facilities management
- How to apply best practices according to several norms
- Understanding how to operate and maintain facilities as a business within a business
- Sharing of facilities management experience
- Insights regarding current state of facilities management processes and possibilities to improve them



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## 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



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## Course Objectives:

By the end of this course delegates will learn about:

- 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 contract types
- Identify and monitor the facilities management-processes performance

## Course Outline:

### An Overview of Facilities Management

- The facilities management process in general
- Facilities management as a business within a business
- Facilities phases, planning and realization
- Relation between facilities management and asset management
- Facilities roles, the current state of your facilities management processes

### The Basic Elements of Facilities Management

- Types of planning
- Strategic and annual planning, life cycle cost principles
- Budgeting principles
- Disaster recovery plans
- Maintenance concepts



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- Work planning and control, performance management regarding the workflow

### Preventive Maintenance and Maintenance Strategy

- Understanding risk
- Risk based maintenance, the methodology
- Steps in developing an effective & risk based maintenance strategy
- Typical inspection and maintenance tasks for utilities

### Outsourcing and Contracting

- What to outsource and what not
- Choosing the right contractor
- How to manage this
- Contract types
- The contracting cycle
- Service level agreements

### Performance Monitoring and Benchmarking

- Continuous improvement
- Target setting as a starting point
- Monitoring performance: development and use of Key Performance Indicators (KPI's)
- The facilities management balanced scorecard (FMBSC)
- Assessments, audits and benchmarking; practical exercise in auditing