



Best Technology Solutions (BTS)

Facilities Management Specialist, The Complete Course on Facilities Management 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 basis 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 is this Training Course for?

This course is suitable to a wide range of professionals but will greatly benefit:

- 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 basic elements, best practices and implementation aspects of facilities management.

What are the Goals?

By the end of this course, participants will be able to:

- 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

The Course Content

Day One: 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



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Day Two: The Basic Elements of Facilities Management

- Types of planning
- Strategic and annual planning, Life Cycle Cost principles
- Budgeting principles
- Disaster recovery plans
- Maintenance concepts
- Work planning and control, performance management regarding the workflow

Day Three: 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

Day Four: 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

Day Five: Performance Monitoring and Benchmarking

- Continuous improvement
- Target setting as a starting point
- Monitoring performance: development and use of Key Performance Indicators
- The Facilities Management Balanced Scorecard (FMBSC)
- Assessments, audits and benchmarking; practical exercise in auditing
- Course review/Wrap up