



Best Technology Solutions (BTS)

An Introduction to Facilities Management (FM) Training program

Introduction:

This course is an introduction to the FM profession and best practice in day-to-day operations. It is intended for newly appointed staff, or those with less than two years' operational experience looking to broaden their understanding, including facilities, premises, site services coordinators and supervisors; building, or office services managers; and accommodation officers. The course will also benefit those working in related areas that come into contact with the facilities management function, and individuals considering moving into the field as a career change. This course will provide both a comprehensive introduction to key aspects of FM, and provide a solid base of knowledge, techniques and reference material for facilities managers.

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,



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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 learn about:

- The role of the facilities manager
- The scope and breadth of the profession
- The importance of FM and its value to organizations
- Key elements of building structure and design
- The impact of physical building characteristics on facilities management
- Key aspects of building services key elements of property management and leases
- The role of space management and the workspace
- Practical aspects of space planning
- Re-location and move management
- Key elements of energy and environmental management
- How to develop and implement maintenance management programs
- The principles of commissioning and managing contract services



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- How to approach tendering and letting contracts
- How to deliver a customer centric FM service
- How to measure customer requirements and satisfaction levels
- The key health & safety responsibilities for FM's
- Routes to professional development within FM

Course Outline:

Introduction: The Importance of Facilities Management

- The growth of FM and the developing role of facilities managers in organizations, identifying the major qualities and skills required
- Continuing professional development

Understanding Buildings

- How to recognize the opportunities and pitfalls of specific building characteristics and their relationship to organizational needs
- The impact they have on maintenance, planning, day-to-day operation and overall image
- Practical examples are used to help delegates to understand or challenge practice in their own organizations
- Introduction to building services
- What are the basic principles?



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- What impact do services have on facilities planning and day-to-day management?
- How are approaches to services changing?
- HVAC, services distribution (including raised floors and suspended ceilings) and lighting

Property Management

- An introduction to the basic elements the key lease terms and how they influence property acquisitions and disposals
- How to develop a property management plan

Practical Space Management & Planning