

Introduction:

Facilities, including buildings, utility plants, power and water distribution networks, production facilities, parking areas, and landscaping, are essential elements of facilities management. These components have become increasingly flexible, complex, and costly to operate and maintain.

Facilities management is a major business sector today. It includes integrated facility management and facility asset management and requires skilled project managers for facilities. As one of the largest budget items in many organizations, facilities management offers substantial opportunities for cost savings while emphasizing the benefits of proper facility oversight. Despite the focus on cost reduction, facilities remain critical assets that must be carefully managed.

This course presents best practices in facilities management, including the roles and responsibilities of regional facilities managers and effective operational facilities management strategies. Participants will explore methods for organizing and leading a successful facilities department, treating it as a “business within a business.”

The training course provides comprehensive facilities management instruction aimed at the effective and efficient operation and maintenance of facilities. It emphasizes harmonizing functionality, location, and personnel while balancing asset performance—functionality, availability, reliability, and safety—with the associated costs. Topics covered include building management, facilities operations, and evaluating whether to perform operations and maintenance internally or through outsourcing.

Understanding Facilities Management:

Facilities management is a multidisciplinary practice that ensures the built environment supports the strategic objectives of the organizations it serves. It encompasses the management of buildings, technology, equipment, and services necessary for organizational operations. By aligning facilities management activities with organizational goals, facilities managers play a significant role in enhancing productivity and sustainability.

Targeted Groups:

- Facilities managers
- Building managers
- Risk management personnel
- Administrative staff
- Individuals seeking comprehensive knowledge in facilities management

Course Objectives:

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

- Understand the key principles of facilities management
- Evaluate the current state of their facilities management processes
- Learn and implement best practices within their organization
- Recognize the importance of an effective operations and maintenance control center
- Develop a preventive, risk-based maintenance strategy
- Create strategies for outsourcing services efficiently
- Implement an outsourcing strategy to achieve optimal results
- Understand various types of contracts and their applications
- Monitor performance and results using facilities management methods
- Apply benchmarking studies to improve processes
- Utilize industry best practices
- Operate and maintain facilities as a “business within a business”
- Share knowledge and experience with colleagues

Targeted Competencies:

- Strategic planning
- Assessing current processes
- Developing risk-based maintenance strategies
- Work planning and control
- Outsourcing considerations
- Contract types and management cycles
- Using key performance indicators effectively
- Benchmarking practices

Course Content:

Unit 1: Overview of Facilities Management

- The facilities management process
- Facilities management as a “business within a business”
- Facilities planning methods
- Facilities realization from concept to completion
- Operations and maintenance of facilities
- Individual assessment of current facilities management practices

Unit 2: Basic Elements of Facilities Management

- Strategic annual planning
- The design, construction, and maintenance cycle
- Operations and service management
- Work planning and control systems
- Maintenance and repair management
- Information management and performance monitoring

Unit 3: Preventive Maintenance and Maintenance Strategy

- Understanding risk and its impact on maintenance
- Risk-based maintenance methodology
- Developing an effective preventive maintenance strategy in seven steps
- Defining maintenance tasks and schedules
- Case study analysis
- Typical inspection and maintenance tasks for utility systems

Unit 4: Outsourcing and Contracting

- Deciding which services to outsource and which to retain in-house
- Selecting the right contractor for specific needs
- Managing outsourced services effectively
- Understanding different types of contracts
- Overview of the contracting cycle and its stages
- Developing service level agreements for outsourced work

Unit 5: Performance Monitoring and Benchmarking

- Implementing continuous improvement in facilities management
- Setting performance targets and benchmarks
- Developing and using key performance indicators effectively
- Utilizing the Facilities Management Balanced Scorecard
- Planning and conducting benchmarking studies to enhance performance