

Training  
Course

Essentials of Facilities Management



## Course Overview:

The facilities management (FM) function continues to evolve, as do the range of responsibilities and the methods employed to deliver services. This workshop covers the entire FM range, offering the latest thinking in the profession. It confronts head-on the practical problems encountered on the ground and offers real solutions. Key to the success of individuals in this arena is the ability to deal with people and manage change, hence the workshop format of this course which enables participants to confront the implications of their actions in a 'safe' environment

## Who Should Attend?

The course is intended primarily for FM teams (including building services and estate managers) but, depending on the nature of the organization, it can also be a very useful opportunity to bring in other personnel who would benefit from a greater insight into the FM function or service, eg, procurement, commercial, contracts, accounts and project managers and staff.

## Course Objectives:

- ✓ An update on current best practice in FM
- ✓ Greater awareness of the customer / financial / organizational context in which the FM function operates
- ✓ A complete view of the role and responsibilities of the FM function
- ✓ Practical advice and guidance on selection and management of suppliers
- ✓ Greater awareness of health and safety compliance issues, risk management and business continuity
- ✓ An appreciation of the importance and benefits of good project management

## Course Outline:

### *Day One:*

#### **Defining FM**

- What is Facilities Management (FM)? – ‘the facilities umbrella’
- Defining FM within an organisation
- The 8 key roles of FM
- FM – overhead or profit centre?
- The strategic importance of managing facilities
- Developing an FM plan and team

#### **Establishing Control of Support Services**

- Identifying and reviewing support service requirements
- Profiling current service levels and costs
- Reviewing contracted services
- Outsourcing v in-sourcing
- Contract ‘bundling’ and ‘aggregation’
- Determining and implementing a contract strategy

## *Day Two:*

### **Focusing on the Customer**

- Understanding customer business needs and objectives
- Engaging the customer
- Customer service strategy
- Developing a customer action plan
- The pursuit of excellence

### **Managing the Budget**

- Harnessing cost data
- Identify spending patterns
- Building up the budget plan
- Defending the plan
- Control mechanisms and reports
- How to maximise the budget

## *Day Three:*

### **Understanding Service Contracts**

- What is a contract and why do we need them?
- Tender terms
- Objectives and understanding what the contractor wants
- Contract structure explained
- Terms and conditions
- Specifications – output v input

- Schedules of tender
- Supplier 'own' contracts – common traps!

### **Controlling the Tender Process**

- Why tender?
- Tender timetable
- Roles and responsibilities
- Tender stages
- Tender board interview techniques
- Negotiation techniques
- Award and debriefing
- TUPE issues

### *Day Four:*

### **Mobilisation of Service Contracts**

- Managing change
- Implementation programme
- Briefings and site familiarisation
- Lines of communication
- Procedures and manuals
- Handover arrangements

### **In-Contract Management**

- Review and revise contract strategy objectives
- Building successful contract management relationships
- Monitoring process step by step

- Service level agreements and KPIs demystified
- Reports that inform and managing contract meetings
- Contract review process and dealing with contract variations
- How to handle disputes and contract termination
- Planning and preparing for re-tendering
- Practical tips on managing support services

### *Day Five:*

#### **Compliance and Risk Management**

- What legislation and who is accountable?
- Developing a safety policy
- Managing safety
- How to carry out a risk assessment
- Permits to work
- Practical guidelines to handling emergencies
- Business continuity – FM’s role

#### **Managing a Project (eg, a relocation)**

- How to get started – plan, brief, consult
- Understanding the building – structure, design constraints
- Space – cost, open plan, storage, restaurant, nursery, gym
- Moving people – the issues and how to avoid the pain
- Removal contracts – the pitfalls
- Managing a ‘happy’ move

## Training Details

Course Duration

5 Days

Pre-Schedule

22 – 26 Dec 2024

Venue

Singapore– Four Points Sheraton Hotel

Training Fees Per  
Person

KWD 1600 ( One Thousand Six Hundred )

Course Fees Include

- Tuition documentation
- Curriculum and Training Handout
- Five star light snacks
- Completion Certificates