Introduction

Facilities, including buildings, utility plants, water distribution systems, production plants, parking facilities, and landscaping, are key elements in effective facilities management. As these assets evolve, they become increasingly complex, flexible, and costly.

Facilities management is now a critical business sector, incorporating both integrated facility management and asset management. This field requires skilled professionals, particularly facilities project managers, to oversee operations. With facilities often representing substantial budget expenses, there are significant opportunities for cost savings, while still recognizing the crucial value these facilities provide. Despite efforts to optimize expenses, facilities themselves must be carefully managed to maintain operational effectiveness.

This course explores best practices in facilities management, emphasizing the roles of regional facilities managers and action-based facilities management approaches. Participants will learn about the caravan-style facilities management framework, designed to help lead a successful and efficient facilities department—essentially running a business within a business.

The course covers practical training aimed at the efficient operation and maintenance of facilities, ensuring a harmonious integration of people, place, and function. Key topics include balancing asset performance (functionality, availability, reliability, safety) with associated costs, and evaluating whether to manage operations and maintenance in-house or through outsourcing.

Understanding Facilities Management

Facilities management is a multi-disciplinary practice that ensures the built environment aligns with the strategic needs of the organizations it serves. It involves the management of buildings, technologies, equipment, and services essential for organizational functioning. By aligning facility activities with organizational goals, facilities managers play a vital role in enhancing productivity, sustainability, and efficiency.

Intended Audience

- Facilities Managers
- Building Managers
- Risk Management Professionals
- Administrative Personnel
- Individuals seeking to develop a strong understanding of facilities management

Learning Outcomes

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

- Understand the key components and responsibilities of facilities management.
- Evaluate the effectiveness of their current facilities management process.
- Implement best practices to improve organizational efficiency.
- Recognize the importance of a strong operational and maintenance control system.
- Develop a risk-based (preventive) maintenance approach.
- Formulate strategies for outsourcing services effectively.
- Understand various contract types and how to apply them in real-world scenarios.
- Monitor facilities performance using management training and industry benchmarks.
- Apply proven industry standards for continuous improvement in facilities management.

Key Skills Acquired

- Strategic planning and assessment techniques
- Risk-based maintenance strategies
- Effective work planning and control systems
- Considerations for outsourcing services
- Understanding different contract types and their application
- Using key performance indicators (KPIs) for performance monitoring
- Benchmarking and continuous improvement practices

Course Breakdown

Unit 1: Introduction to Facilities Management

- The facilities management process overview
- Facilities management as a business operation within a business
- Facilities planning and realization (from concept to completion)
- Operational management of facilities
- Assessing the current facilities management processes in your organization

Unit 2: Core Elements of Facilities Management

- Strategic annual planning
- The design, construction, and maintenance lifecycle
- Management of operations and services
- Systems for work planning and control
- Maintenance and repair management strategies
- Information management and performance tracking

Unit 3: Preventive Maintenance & Risk-Based Strategies

- Understanding the role of risk in maintenance decisions
- Implementing the Risk-Based Maintenance approach
- Creating an effective, seven-step risk-based maintenance strategy
- Defining and scheduling maintenance tasks

- Case studies on utility inspection and maintenance tasks

Unit 4: Outsourcing and Contract Management

- Identifying what services to outsource vs. keeping in-house
- Choosing the right contractor for facility services
- Managing outsourced service contracts effectively
- Understanding different types of contracts in facilities management
- The contracting cycle and phases
- Crafting effective service level agreements (SLAs)

Unit 5: Performance Monitoring and Benchmarking

- Continuous improvement in facilities management
- Setting performance targets and benchmarks
- Effective use of Key Performance Indicators (KPIs)
- Utilizing a Facilities Management Balanced Scorecard
- Conducting benchmark studies to improve facility operations