

Training Course Overview

Introduction to Facilities Management

This **2 day course** is suitable for persons in their first two years of FM practice, managers that have recently been given responsibility for FM and persons needing to interact with FM as part of their role. The main areas of the course are as follows.

● **Managing Relationships**

Provides an understanding of the role of the FM as an 'intelligent client' for service provision

● **The FM as Service Leader and Deliverer**

Defines aspects of service leadership, team and direct report management, including the use of systems and tools to plan and control information and performance. Clarifies the difference between the management of individual service lines and the organisation facing role of FM.

● **Service Management**

Defines how efficient, cost effective support services operate within FM. The scope of the course includes 'Hard' services (buildings, technology and infrastructure) and 'Soft' services (customer focused areas including cleaning, catering, postal and security). The essential service interaction and planning elements of planned maintenance, fault reporting and customer service management are included. An introduction to the FM's role in managing the health and safety of people and improvement of the work environment is provided.

● **Commercial, Project and Space Management**

Describes the key role of the FM in agreeing service levels and allocating cost to services. The role of the FM in managing/ reducing costs. Explains in-house and outsourced delivery with procurement principles. Describes the FM role in Project Management and the management of space as part of the effective workplace. Gives an introduction to PPP/PFI.

Introduction to Facilities Management- Course Synopsis

Day 1

What is Facilities Management?

This module discusses the basis of facilities management together with its interfaces, goals and objectives. The role of a facilities manager is developed and examples given of systems and tools used to plan and improve information and performance. This module sets the scene for the rest of the course.

How do Buildings Work?

The somewhat complex construction and configuration of buildings is simplified. The occupier needs are identified together with corporate objectives. From these an overview of the design and maintenance requirements/contracts is developed in order that the requirements of buildings can be clearly understood. "Hard" and "soft" services are discussed together with their interaction and planning.

Controlling Property and Costs

The many requirements of property and associated costs are discussed. These include property selection, cost estimating, procurement, relocation and compliance. An introduction to PPP/PFI is also given.

The Workspace

This details some of the many factors that can affect the workplace and its effectiveness. These include design, space planning and operational and organisational issues. Rules of thumb and other tools are discussed.

Putting the Customer First

How can the customer's needs be efficiently established and met? The role of the help desk. Dealing with complaints. The 'sick' building. Focusing the team for service delivery.

What Are the Issues?

A general discussion of the problems and issues relating to buildings and their contents.

Introduction to Facilities Management- Course Synopsis

Day 2

SLAs, KPIs and Performance Standards

Realising the wish. Translating the customer needs into achievable objectives. Controlling those objectives, service providers and costs.

Sourcing Strategies

In house or outsourcing? The benefits and problems. Contract bundling. Forms of contract and their use. Project management

Services and their Delivery

A more detailed explanation of the various services involved in buildings. Planned, reactive and other forms of maintenance are explained together with maintenance strategies. Control of contractors and suppliers.

Energy Control

As energy and other utilities continue to rise in cost it is vital to ensure that costs are minimised by measuring and optimising their use in buildings. This section discusses what can be done in order to achieve this and equipment that may be useful.

Financial Control

How to prepare budgets and ensure that they are realistic. Cost comparators and their effectiveness. Value for money. What to cut in a recession.

The FM and Health and Safety

Facilities management is heavily affected by legislation. This section covers some of the legislation applicable to properties and the equipment and services within them. It also sets out good practice and the controls necessary to ensure compliance.

Personal Development

So what comes next? How do you continue the journey? Professional development techniques and training.