



ME198: Facilities Management and Maintenance Certification Training

Training Description:

The facilities management (FM) function, which includes space, infrastructure, people, and organizations, continues to evolve along with the range of responsibilities and the methods employed to deliver services. Facilities management professionals are generally responsible for delivering, preserving, and maintaining the services and plans for FM operations, including property strategy, space management and communications infrastructure to administration, building maintenance, and contract management.

This intensive training course discusses essential elements like how to continually improve your facility department to get the best out of the facilities within the given limitations of costs, performance, and other important factors. It also identifies the practical problems encountered on the ground and offers real solutions. Overall, this course has been designed in a holistic manner to manage facility staff and corporate assets while minimizing risk exposure in the workplace.

What elements does this “Facilities Management and Maintenance Certification Training” contain? This training course will discuss key topics like the basic principles of facilities management, how to apply best practices according to international standards, understanding how to operate and maintain the facilities unit, sharing facilities management experience, and insights regarding the current state of facilities management processes and opportunities to improve them.

This training course will empower facility management professionals, facility managers and management professionals with in-depth knowledge in the design and management of facilities from conception to installation.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand service delivery and performance management
- ✓ Expand your skills and knowledge of all topics relating to facilities management
- ✓ Get an update on current best practice in facilities management
- ✓ Gain a deeper awareness of the various contexts in which the facilities management function operates
- ✓ Appreciate the role of project management in the context of Facility Management
- ✓ Appreciate the importance and benefits of good project management
- ✓ Understand sustainability in the context of Facility Management
- ✓ Evaluate outsourcing key Facility Management operations to third party organizations
- ✓ Increase your awareness of health and safety compliance issues, risk management and business continuity plans

Personal Benefits:

- ✓ Gain a thorough knowledge of the facilities management and maintenance practices and safe isolation techniques
- ✓ Implement safe working behavior when working with facilities management and maintenance applications
- ✓ Obtain a good working knowledge of facilities management and maintenance
- ✓ Increase awareness of different roles within the facilities management and maintenance domain
- ✓ Become acclimatized with various facilities management and maintenance systems

- ✓ Assess the different types of problems associated with facilities management and maintenance procedures and how to overcome them with ease

Organisational Benefits:

- ✓ Launch a common basis of knowledge and terminology throughout your team
- ✓ Motivate your staff to strive for excellence
- ✓ Ensure the continued competency and proficiency of your employees
- ✓ Contribute to your organization's competitive advantage
- ✓ Reduce staff turnover and increase loyalty with a verified commitment to employee growth and career progression

Training Designed for:

This course is intended for those who wish to be a part of the facilities management profession, Professionals who are employed in the design or management of facilities, Building operations teams, Maintenance operations teams and Construction and occupational safety professionals.

Training Requirement:

“Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ **MODULE 1: AN OVERVIEW OF FACILITIES MANAGEMENT**
 - What is Facilities Management?
 - The Facilities Management process in general
 - The 8 key roles of FM
 - FM – overhead or profit center?
 - The strategic importance of managing facilities
 - Developing an FM plan and team
 - Facilities phases, planning and realization
 - Relationship between Facilities Management and Asset Management
- ❖ **MODULE 2: 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:

- ❖ **MODULE 3: THE BASIC ELEMENTS OF FACILITIES MANAGEMENT**

- Facilities roles
- Types of planning
- Strategic and annual planning
- Life cycle cost principles
- Budgeting principles
- Stakeholder management
- Key issues
- Risks
- Work planning and control
- Performance management

❖ **MODULE 4: PREVENTIVE MAINTENANCE AND MAINTENANCE STRATEGY**

- Disaster recovery plans
- Maintenance concepts
- Understanding RISK
- Risk-Based Maintenance, the methodology
- Developing a risk-based maintenance strategy
- Typical inspection and maintenance tasks for utilities

DAY THREE:

❖ **MODULE 5: MANAGING THE WORKPLACE**

- People management
- Productivity
- Health, safety, and security
- 5S model

❖ **MODULE 6: MANAGING THE BUDGET**

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

❖ **MODULE 7: UNDERSTANDING SERVICE CONTRACTS**

- The need for contracts
- Tender terms
- Objectives and understanding what the contractor require
- Contract structure explained
- Terms and conditions
- Specifications – output v input
- Schedules of tender
- Supplier 'own' contracts – common traps!

DAY FOUR:

❖ **MODULE 8: OUTSOURCING AND CONTRACTING**

- What to outsource and what not
- Choosing the right contractor

- How to manage this
- Contract types
- The contracting cycle
- Service Level Agreements
- ❖ **MODULE 9: SERVICE DELIVERY AND PERFORMANCE MANAGEMENT**
 - Continuity of service
 - End-user requirements
 - Managing service providers
 - Managing performance
 - SLA's / KPI's
 - Dealing with poor performance
- ❖ **MODULE 10: UNDERSTAND THE ROLE OF PROJECT MANAGEMENT IN FACILITY MANAGEMENT**
 - 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
 - Project Management phases and skills
 - Maintenance management essentials
 - Continuous improvement in FM

DAY FIVE:

- ❖ **MODULE 11: 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
- ❖ **MODULE 12: UNDERSTAND SUSTAINABILITY IN FACILITY MANAGEMENT**
 - The sustainability agenda
 - Environmental considerations
 - CSR
 - Innovation
- ❖ **MODULE 13: PERFORMANCE MONITORING AND BENCHMARKING**
 - Continuous improvement
 - Target setting as a starting point
 - Monitoring performance with KPIs
 - The Facilities Management Balanced Scorecard
 - Assessments, audits, and benchmarking
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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