

Facilities Management

How to increase the efficiency and effectiveness of facilities management?

How do we strategically plan for facilities management?

Introduction

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. The 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.

Program Objectives

This training aims to:

- Have a clear picture of the role and responsibilities of the FM function
- Practical advice and guidance on the selection and management of suppliers

Learning Outcomes

After completing this program, the participants should be able to:

- Handle health and safety compliance issues, risk management and business continuity
- Appreciate of the importance and benefits of good project management

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 another person who would benefit from a greater insight into the FM function or service, e.g., procurement, commercial, contracts, accounts and project managers and staff.

Methodology

Interactive lecture, videos, presentation, discussion, case study, case simulation, Socratic questioning, flipped classroom, brain-storming, worksheet, problem solving, inductive method, team exercise, peer to peer, action learning, coaching and mentoring

Program Outline

Day One	
Time	Program
9:00am - 10:30am	<p>Understanding Facilities Management</p> <p>In this module, the participants would understand the concept of Facilities Management (FM), the 8 key roles of FM, FM – overhead or profit centre? The strategic importance of managing facilities and developing an FM plan and team.</p>
10:30am - 11:00am	Tea Break
10:30pm - 1:00pm	<p>Establishing Control of Support Services</p> <p>In this module, the participant would identify and review 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.</p>
1:00pm - 2:00pm	Lunch
2:00pm - 3:30pm	<p>Focusing on the Customer</p> <p>The topic that would cover in this module includes understanding customer business needs and objectives, engaging the customer, customer service strategy, developing a customer action plan and the pursuit of excellence</p>
3:30pm - 4:00pm	Tea Break
4:00pm - 5:00pm	<p>Managing the Budget</p> <p>It is important for the participants to understand the harnessing cost data, a method to identify spending patterns, how to build up the budget plan, the method to defend the plan, control mechanisms and reports, and how to maximise the budget.</p>
Day Two	
Time	Program
9:00am - 10:30am	<p>Understanding service contracts</p> <p>The participants would understand what a contract is, 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!</p>
10:30am - 11:00am	Tea Break

10:30pm - 1:00pm	<p>Controlling the tender process</p> <p>It is important for the participants to understand tender, tender timetable, the roles and responsibilities, tender stages, tender board interview techniques, negotiation techniques, award and debriefing and the TUPE issues.</p>
1:00pm - 2:00pm	Lunch
2:00pm - 3:30pm	<p>Mobilisation of service contracts</p> <p>The participants need to understand how to manage change, implementation programme, briefings and site familiarisation, lines of communication, procedures and manuals and handover arrangements.</p>
3:30pm - 4:00pm	Tea Break
4:00pm - 5:00pm	<p>In-contract management</p> <p>In this module, the participants would learn methodology to review and revise contract strategy objectives, build successful contract management relationships, monitor 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 and practical tips on managing support services</p>