



*Training Course:  
Professional Facilities Management*

*8 - 19 July 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Professional Facilities Management

Training Course code: MA235199 From: 8 - 19 July 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Training Course Fees: 7425 € Euro

### Introduction:

Professional facility management is vital to ensure the productivity of any facility or institution. This management bears the responsibility of maintaining all necessary facilities for daily operations and ensuring their continuous availability. In this training course, we will explore the fundamental concepts of professional facility management and present several effective practices for managing facilities correctly and strategically.

### Program Objectives:

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

- Understand facility management.
- Analyze strategic options and make necessary decisions for facility management.
- Identify the tools and techniques needed for engineering design development and decision-making regarding automation and disaster recovery.
- Recognize the importance of proper maintenance management and facility project management.
- Apply project management techniques to handle large-scale facility tasks.
- Utilize capital budgeting concepts and techniques to ensure the best decisions regarding facilities.

### Target Competencies:

This training course is designed for individuals working in facility management, including:

- Architectural engineers.
- Building managers.
- Maintenance and service professionals.
- Those interested in professional facility management.

### Target Audience:

The target audience for this course includes a diverse range of institutions and companies, including:

- Industrial enterprises.

- Government institutions.
- Private and public companies.
- Sports clubs.

## Outlines:

### Day 1:

#### Operations and Maintenance

- Explanation of the role of operations and maintenance in facility management.
- Discussion of the scope of facility manager's responsibilities in supporting the organization's goals and mission.
- Identification and description of building structures, systems, interior and exterior structures, and foundations.
- Discussion of common deficiencies in building structures, systems, interior and exterior structures, and foundations.
- Determination of security, health, and safety considerations related to building structures, systems, interior and exterior structures, and foundations.
- Description of asset procurement and the criteria for selection.
- Description of a typical workflow for resident services.
- Explanation of key elements of a successful resident services plan.

### Day 2:

#### Project Management

- Discussion on how to identify the project, including common criteria and characteristics.
- Creating a list of facility management project types.
- Explanation of the project identification phase, including inputs, activities, and outputs.
- Discussion of specific elements in defining project objectives.
- Writing objectives with sufficient detail to define the project scope, deliverables, schedule constraints, budget, and quality to initiate project planning.
- Discussion of how to obtain contracted resources for vacant positions in the team, materials, or professional services using an open bidding/negotiation process.

### Day 3:

#### Finance and Business Management

- Summarizing the reasons for the importance of financial management and business management in the success of facility management.
- Defining common financial terms used in facility management.
- Developing, recommending, and managing/facilitating the facility budget.
- Identifying key financial statements prepared by the organization and explaining elements affected by facility management operations.
- Describing key aspects of facility management's relationship with external resources.
- Identifying principles involved in developing and monitoring facility management contracts.

### Day 4:

#### Leadership and Strategy

- Explaining the importance and goals of strategic planning.
- Aligning the facility strategic plan with the organization's overall strategic plan.
- Creating a balanced scorecard to identify and measure strategic goals and tactics.
- Evaluating assets and services needed to meet the current and future organization requirements.
- Explaining the integrated and varied nature of leadership and management.
- Emphasizing the importance of supporting facility management needs and priorities.
- Developing and supporting strong policies, procedures, and practices for the entire organization.
- Explaining how to ensure compliance with corporate social responsibility policies while leveraging the facility manager's role.

### Day 5:

#### Planning and Engineering Design

- Design and planning requirements.
- Future planning methodologies.
- Closed plan methodology.
- Open plan methodology.

- Consideration of spaces and furnishings.
- Matrix standards.
- Adjacencies matrices.
- Relationship diagram.
- Bubble plan.
- Site planning.
- Facility Management Information System FMIS.

#### Day 6:

##### Facility Management Principles

- Key concepts.
- Core competencies.
- Roles and responsibilities.
- Facility planning.
- Key issues.
- Leveraging space.
- Stakeholder management.
- Risk.

#### Day 7:

##### Facility Management Strategy

- Context and motivation.
- Strategy formulation, analysis, development, and implementation.
- Checklist for FM strategy.
- Workplace management.
- People management.
- Productivity.

- Health, safety, and security.
- The five S's.

#### Day 8:

##### Outsourcing Facility Management

- Outsourcing decision.
- Facility management and procurement.
- Outsourcing process.
- Contract development.
- Service identification.

#### Day 9:

##### Service Delivery and Performance Management

- Service continuity.
- End-user requirements.
- Service providers management.
- Performance management.
- SLA/KPI metrics.
- Dealing with poor performance.
- Understanding the role of project and maintenance management in facility management.
- Stages and skills of project management.
- Basics of maintenance management.
- Continuous improvement in facility management.

#### Day 10:

##### Sustainability in Facility Management

- Sustainability program.
- Environmental considerations.

- Corporate social responsibility.
- Innovation.

## Registration form on the Training Course: Professional Facilities Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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