



*Training Course:  
The Complete Course on Facilities Management*

*15 - 19 December 2025  
Kigali (Rwanda)*

## Training Course: The Complete Course on Facilities Management

Training Course code: MA234801 From: 15 - 19 December 2025 Venue: Kigali (Rwanda) - Training Course Fees: 5950 € Euro

### Introduction

Facilities like buildings, utility plants, water distribution networks, production plants, parking lots, and landscaping are becoming more flexible, complicated, and expensive. That is the reason why Facility Management is an important business nowadays. It is one of the most budget expenses and, for that, it is a crucial source for expense savings.

This Training course shed light on the procedures to apply the Best Practices to manage and organize a facilities department and sectors as a thriving business within a business. The purpose is to employ and preserve the facilities efficiently and effectively to incorporate roles, individuals, and establishments. The Training course is regarding discovering the right balance between asset performance functionality, availability, reliability, safety and costs, about the right balance between operating and maintaining the facilities in-house or contracting them out.

### Objectives

Deliver best techniques, tools, and practical strategies for taking facilities management to a more elevated rank:

- Comprehend the essential elements of facilities management
- Estimate the present state of the participants' facilities management strategy
- Learn what best conventions are unrestricted and best appropriate for implementation in the participant's organization
- Determinate the demand for a suitable operational & maintenance control center
- Comprehend how to draw up a preventive maintenance concept established on risk.
- Design strategies to decide when and what to contract out
- Comprehend the various contract types and how to apply them
- To learn how to observe performance and outcomes
- To understand how a benchmark study can help in improving the process
- To be able to share background and knowledge with others

### Course Process

The training course will be conducted with workshop regulations, formal lectures, case studies, party dialogues, and interactive practice activities. There will be many possibilities for discussion and sharing of knowledge and experiences.

## Course Benefits

- Gives you a proper knowledge of the basic principles of facilities management
- Learn how to apply best practices
- Understand how to operate and maintain your facilities as a "business within a business"
- Learn from the experience of other delegates and the trainer
- Adds personal value and competencies
- Helps you in planning and developing a future career

## Course Results

- Deliver knowledge to comprehend and execute basis details and best practices of facilities management
- Authorize professionals who are accountable for facilities management to operate the facilities management branches as "a business within the business"
- Evaluate the current condition of your facilities management procedure
- Achieve an outsourcing strategy that supports you in discovering more promising outcomes
- Deliver tools to enhance the performance of facilities in both short as well as long term
- Design skills for workers which will increase their capability, skill, and morale

## Core Competencies

- Strategic planning
- Assessing the current state
- Risk-based maintenance strategy
- Work planning & control
- Outsourcing considerations
- Contract types & contracting cycle
- Monitoring performance and results by using key performance indicators
- Benchmarking

## Outlines

## Day 1

### An Overview of Facilities Management

- The Facilities Management process
- Facilities Management as "a business within a business"
- Facilities planning
- Facilities realization
- Facilities operations & maintenance
- Individual assessment - the current state of your facilities management process

## Day 2

### The Basic Elements of Facilities Management

- Strategic & annual planning
- Design, build, and maintain the cycle
- Operations & Services
- Work planning & control
- Maintenance & repair
- Information management

## Day 3

### Preventive Maintenance & Maintenance Strategy

- Understanding risk
- Risk-Based Maintenance - the methodology
- Seven steps in developing an effective and risk-based maintenance strategy
- Defining maintenance tasks
- Case study
- Typical inspection & maintenance tasks for utilities

## Day 4

### 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

### Day 5

#### Performance Monitoring & Benchmarking

- Continuous improvement
- Target setting as a starting point
- Monitoring performance: develop and use Key Performance Indicators
- The Facilities Management Balanced Scorecard
- Benchmarking: how to set up a benchmark study
- Wrap-up

## Registration form on the Training Course: The Complete Course on Facilities Management

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Fees: 5950 € Euro

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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
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