



*Training Course:
The Advanced Strategies in Facility Management*

*1 - 5 September 2025
Milan (Italy)*

Training Course: The Advanced Strategies in Facility Management

Training Course code: MA234675 From: 1 - 5 September 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € Euro

Introduction

Facility management FM is a field that encompasses multiple disciplines to ensure functionality, comfort, safety, and efficiency of the built environment by integrating people, place, process, and technology. FM is categorized as either "Hard" or "Soft" and often involves a range of third-party providers that must be carefully managed. This course explores all aspects of FM and how to ensure maximum value is achieved, providing a range of essential considerations for the FM Manager.

Objectives

- Define the foundations of Facility Management and understand Facility Management strategies
- Adopt best practices in managing the Facility Management function
- Understand the role of project and maintenance management in Facility Management
- Understand sustainability in Facility Management
- Outsource key Facility Management operations to third party organizations

Outlines

Day 1

The foundations of Facility Management

- Key concepts
- Core competencies
- Roles and responsibilities

Facility Planning

- Key issues
- Utilizing space
- Stakeholder management
- Risks

Day 2

Facility Management Strategy

- The business context and drivers
- Strategy formulation, analysis, development, and implementation
- FM Strategy checklist

Managing the workplace

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

Day 3

Outsourcing Facility Management

- The outsourcing decision
- FM and procurement
- The outsourcing process
- Developing the contract
- Specifying the service

Day 4

Service Delivery and Performance Management

- Continuity of service
- End-user requirements
- Managing service providers
- Managing performance
- SLAs / KPIs

- Dealing with poor performance

Understand the role of Project and Maintenance Management in Facility Management

- Project Management phases and skills
- Maintenance management essentials
- Continuous improvement in FM

Day 5

Understand Sustainability in Facility Management

- The sustainability agenda
- Environmental considerations
- CSR
- Innovation

Registration form on the Training Course: The Advanced Strategies in Facility Management

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