



*Training Course:  
The Advanced Strategies in Facility Management*

*15 - 19 September 2025  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: The Advanced Strategies in Facility Management

Training Course code: MA234675 From: 15 - 19 September 2025 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 5950 € 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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### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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