



*Training Course:
General Services and Facilities Management*

*14 - 18 September 2026
Kigali (Rwanda)*

Training Course: General Services and Facilities Management

Training Course code: MA12357 From: 14 - 18 September 2026 Venue: Kigali (Rwanda) - Training Course Fees: 6350 €

Introduction

General Services and Facilities Management play a critical role in ensuring the smooth operation, safety, and efficiency of organizational environments. From managing physical assets and infrastructure to overseeing support services, this function directly impacts productivity, cost control, and service quality.

This program, developed by [Global Horizon Training Center](#), provides participants with a comprehensive understanding of how to manage facilities and general services effectively. It covers key areas such as operations, maintenance, service delivery, contract management, and resource optimization, enabling participants to enhance performance and support organizational objectives.

Course Objectives

By the end of this program, participants will be able to:

- Understand the fundamentals of general services and facilities management
- Manage facility operations and support services efficiently
- Apply best practices in maintenance and asset management
- Oversee service providers and outsourced functions
- Develop and implement service delivery strategies
- Optimize resource utilization and cost control
- Ensure compliance with health, safety, and regulatory standards
- Improve workplace efficiency and service quality

Target Audience

This program is designed for:

- Facility Managers and Supervisors
- General Services and Operations Managers
- Maintenance and Asset Management Professionals
- Procurement and Contract Management Staff
- Engineers and Technical Personnel
- HSE and Compliance Officers
- Professionals involved in workplace and service management

Outline

Day 1: Foundations of General Services and Facilities Management

- Introduction to Facilities and General Services Management
- Roles and Responsibilities of FM and General Services Teams
- Hard vs. Soft Services Overview
- Facility Operations and Service Scope
- Challenges and Risks in Facility Management
- Workplace Efficiency and Service Quality

Day 2: Facility Operations and Service Delivery

- Managing Daily Facility Operations
- Service Delivery Models and Best Practices
- Managing Support Services Cleaning, Security, Catering, etc.
- Vendor and Contractor Management
- Service Level Agreements SLAs and KPIs
- Monitoring and Evaluating Service Performance

Day 3: Maintenance and Asset Management

- Maintenance Management Strategies Preventive, Corrective, Predictive
- Asset Lifecycle Management
- Planning and Scheduling Maintenance Activities
- Managing Facility Infrastructure and Equipment
- Risk Management in Maintenance Operations
- Improving Reliability and Performance

Day 4: Contract and Resource Management

- Procurement and Contract Management in FM
- Outsourcing Strategies and Vendor Selection
- Budgeting and Cost Control in Facilities Management
- Resource Optimization and Efficiency
- Legal and Compliance Considerations
- Managing Contractor Performance

Day 5: Health, Safety, Sustainability, and Continuous Improvement

- Health, Safety, and Environmental HSE Practices
- Workplace Safety and Risk Prevention
- Sustainability and Green Facilities Management
- Continuous Improvement and Innovation in FM
- Digital Tools and Smart Facilities
- Developing Action Plans for Operational Excellence

Registration form on the Training Course: General Services and 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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Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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