



*Training Course:
The Advanced Strategies in Facility Management*

*29 March - 2 April 2027
Kigali (Rwanda)*

Training Course: The Advanced Strategies in Facility Management

Training Course code: MA234675 From: 29 March - 2 April 2027 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

Introduction

Facility Management FM is a multidisciplinary function that ensures the functionality, safety, comfort, and efficiency of the built environment by integrating people, place, processes, and technology. As organizations increasingly rely on optimized infrastructure and workplace performance, FM has evolved into a strategic function that directly contributes to operational excellence and business continuity.

This program, developed by [Global Horizon Training Center](#), provides a comprehensive understanding of both "Hard" and "Soft" FM services, while addressing the complexities of managing outsourced service providers and aligning FM operations with organizational goals. Participants will gain insights into strategic planning, service delivery optimization, performance management, and sustainability integration within FM.

Course Objectives

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

- Define the core principles and foundations of Facility Management
- Develop and implement effective Facility Management strategies
- Apply best practices in managing FM operations and service delivery
- Understand the integration of project and maintenance management within FM
- Evaluate and implement outsourcing strategies for FM services
- Manage third-party service providers and contracts effectively
- Establish performance measurement systems using KPIs and SLAs
- Integrate sustainability and environmental considerations into FM practices
- Enhance workplace productivity, safety, and operational efficiency

Target Audience

This program is designed for:

- Facility Managers and Supervisors
- Operations and Maintenance Managers
- Property and Asset Management Professionals
- Project Managers involved in infrastructure and facilities
- Procurement and Contract Management Professionals
- Health, Safety, and Environment HSE Officers
- Engineers and Technical Staff involved in facility operations
- Professionals responsible for workplace management and service delivery
- Anyone involved in or transitioning into Facility Management roles

Outline

Day 1: Foundations of Facility Management

- Introduction to Facility Management: Key Concepts and Scope
- Core Competencies and Roles of the FM Function
- Hard vs. Soft FM Services
- Facility Planning and Space Utilization Strategies
- Key Challenges and Issues in FM
- Stakeholder Identification and Management
- Risk Identification and Mitigation in Facilities

Day 2: Facility Management Strategy

- Understanding the Business Context and FM Drivers
- Strategy Formulation: Analysis, Development, and Implementation
- FM Strategy Framework and Checklist
- Workplace Management and Optimization
- People Management within FM Operations
- Enhancing Productivity through FM Practices
- Health, Safety, and Security Integration
- Introduction to 5S Methodology in Facilities

Day 3: Outsourcing Facility Management

- Strategic Considerations for Outsourcing FM Services
- Make-or-Buy Decisions in Facility Management
- FM Procurement Processes and Best Practices
- The Outsourcing Lifecycle and Implementation Steps
- Developing Effective Contracts and Service Agreements
- Defining Service Specifications and Scope of Work
- Managing Vendor Relationships and Expectations

Day 4: Service Delivery & Performance Management

- Ensuring Continuity and Reliability of Services
- Understanding and Managing End-User Requirements
- Managing Service Providers and Contractor Performance
- Performance Measurement Tools: KPIs and SLAs
- Addressing Underperformance and Service Failures
- Project Management in FM: Phases and Key Skills
- Maintenance Management: Preventive, Predictive, and Corrective Approaches
- Continuous Improvement Strategies in FM

Day 5: Sustainability in Facility Management

- Introduction to Sustainability in FM
- The Global Sustainability Agenda and Its Impact on Facilities
- Environmental Considerations and Resource Efficiency

- Corporate Social Responsibility CSR in FM
- Green Building Practices and Energy Management
- Innovation and Smart Technologies in Facility Management
- Building Sustainable and Future-Ready Facilities

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