



أكاديمية الزمالة
العربية البريطانية



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Arab British Academy Fellowship
A.B.A.F





Facility Planning and Management

Why Attend

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.

Course Methodology

The course uses a mix of interactive and hands-on techniques. In addition to brief presentations by the facilitator and the participants, there are numerous individual and group exercises, videos and problem solving activities.

Course Objectives

By the end of the course, participants will be able to:

- Define the foundations of Facility Management and understand Facility Management strategies
- Outline the considerations in Facility Planning
- Understand service delivery and performance management
- Adopt best practice 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

Target Audience

Personnel who are interested in learning facility management and the considerations that affect facility management.

Target Competencies

- Managing FM
- Stakeholder Management
- Outsourcing



Course Outline

- **The foundations of Facility Management**
 - Key concepts
 - Core competencies
 - Roles and responsibilities
- **Facility Planning**
 - Key issues
 - Utilizing space
 - Stakeholder management
 - Risks
- **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



- **Outsourcing Facility Management**

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

- **Service Delivery and Performance Management**

- Continuity of service
- End user requirements
- Managing service providers
- Managing performance
- SLA's / KPI's
- 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

- **Understand Sustainability in Facility Management**

- The sustainability agenda
- Environmental considerations



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