



## Understanding and Managing Building Services Training

### Description

#### Overview

This thoroughly practical two-day programme is the ideal course for FM teams who need to develop their understanding of building services in order to ensure:

- Optimal satisfaction of organisational requirements
- Efficient and cost-effective maintenance and operation of building services
- Professional standards of procurement from, and management of, specialist consultants and contractors

#### Training objectives

To provide a fundamental understanding of building services in the context of:

- The working environment
- The success of the core business
- The health and safety of the occupants
- Operating cost and environmental impact
- The optimisation of cost and value
- Strategies for continuous improvement

#### Course outlines

##### Building services fundamentals

- The function of services in commercial buildings and their importance to the core business
- Electrical services
- Lighting
- Heating
- Ventilation and air conditioning
- Lifts

- Water
- Understanding IT and communication systems

### **The provision of comfort and safety**

- Statutory requirements
- Health and safety legislation
- Control of contractors
- Risk assessment
- Fire precautions
- Legionella, sick building and other risks
- Business requirements
- Understanding user requirements
- Matching systems to business needs

### **Getting the design right**

- What the FM needs to know about design and its procurement
- Successful space planning
- Relationship between services, space planning and design
- Getting the brief right
- Supplier selection and management

### **Operation and maintenance**

- Input and output specifications
- Resource options
- Contracts principal elements
- Tendering key steps
- Selection criteria
- Operational criteria
- Maintenance trends
- Performance-based service provision
- Input and output specifications
- KPIs and thresholds
- Risk containment
- Value-add opportunities
- Performance contract strategy

### **Contingency planning**

- Being ready for the unexpected
- Identifying and reducing risk
- Internal risks
- External risks
- Identifying threats at your site
- Managing risk
- Protective systems

- Occupier obligations
- Fire management
- Testing

### **Commissioning services systems**

- Physical commissioning
- Common problems
- Typical costs
- Commissioning stages
- Continuous commissioning
- Energy efficiency and the scope for environmental improvement

### **Satisfying the occupants**

- Obtaining and responding to feedback
- When to get feedback
- Why
- How
- What to do with it
- Practical exercises

### **Air time**

- Sharing experience and addressing specific issues of interest to participants
- Course review