Essentials Of Facilities Management Training

Description

Introduction

The facilities management (FM) function continues to evolve, as do the range of responsibilities and the methods employed to deliver services. This workshop covers the entire FM range, offering the latest thinking in the profession. It confronts head-on the practical problems encountered on the ground and offers real solutions. Key to the success of individuals in this arena is the ability to deal with people and manage change, hence the workshop format of this course which enables participants to confront the implications of their actions in a ‘safe’ environment.

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Objectives

Depending on the particular focus required (see ‘Special features’, below), this programme will give participants:

- An update on current best practice in FM
- Greater awareness of the customer / financial / organisational context in which the FM function operates
- A complete view of the role and responsibilities of the FM function
- Practical advice and guidance on selection and management of suppliers
- Greater awareness of health and safety compliance issues, risk management and business continuity
- An appreciation of the importance and benefits of good project management

Course outline

Defining FM

- What is Facilities Management (FM)? – ‘the facilities umbrella’
- Defining FM within an organisation
- The 8 key roles of FM
- FM – overhead or profit centre?

- The strategic importance of managing facilities
- Developing an FM plan and team

Establishing control of support services

- Identifying and reviewing support service requirements
- Profiling current service levels and costs
- Reviewing contracted services
- Outsourcing v in-sourcing
- Contract ‘bundling’ and ‘aggregation’
- Determining and implementing a contract strategy

Focusing on the customer

- Understanding customer business needs and objectives
- Engaging the customer
- Customer service strategy
- Developing a customer action plan
- The pursuit of excellence

Managing the budget

- Harnessing cost data
- Identify spending patterns
- Building up the budget plan
- Defending the plan
- Control mechanisms and reports
- How to maximise the budget

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Understanding service contracts

- What is a contract and why do we need them?
- Tender terms
- Objectives and understanding what the contractor wants
- Contract structure explained
- Terms and conditions
- Specifications – output v input
- Schedules of tender
- Supplier ‘own’ contracts – common traps!

Controlling the tender process

- Why tender?
- Tender timetable
- Roles and responsibilities
- Tender stages
- Tender board interview techniques
- Negotiation techniques

- Award and debriefing
- TUPE issues

Mobilisation of service contracts

- Managing change
- Implementation programme
- Briefings and site familiarisation
- Lines of communication
- Procedures and manuals
- Handover arrangements

In-contract management

- Review and revise contract strategy objectives
- Building successful contract management relationships
- Monitoring process step by step
- Service level agreements and KPIs demystified
- Reports that inform and managing contract meetings
- Contract review process and dealing with contract variations
- How to handle disputes and contract termination
- Planning and preparing for re-tendering
- Practical tips on managing support services

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Compliance and risk management

- What legislation and who is accountable?
- Developing a safety policy
- Managing safety
- How to carry out a risk assessment
- Permits to work
- Practical guidelines to handling emergencies
- Business continuity – FM’s role

Managing a project (eg, a relocation)

- How to get started – plan, brief, consult
- Understanding the building – structure, design constraints
- Space – cost, open plan, storage, restaurant, nursery, gym
- Moving people – the issues and how to avoid the pain
- Removal contracts – the pitfalls
- Managing a ‘happy’ move
- Settling in or ‘Happy ever after’!