

# € TRAINING

Facilities Management on Operational Level





# Facilities Management on Operational Level

## Introduction

This training program is designed to cover a range of topics, including the fundamental principles of facilities management, operational strategies, and the integration of risk and crisis management within facilities operations. Through it, participants will be well-prepared to manage day-to-day facilities operations efficiently and handle unexpected challenges with confidence.

## Program Objectives:

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

- Provide a comprehensive understanding of facilities management principles and practices.
- Enhance participants' ability to manage and maintain facilities effectively.
- Develop skills in identifying, assessing, and managing risks associated with facilities operations.
- Equip participants with the knowledge to develop and implement crisis management plans.
- Foster an understanding of the integration between facilities management and corporate risk and crisis management strategies.

## Targeted Audience

- Facilities Managers.
- Operations Managers.
- Maintenance Supervisors.
- Property Managers.
- Risk Management Professionals.
- Corporate Security Managers.

## Program Outline:

Unit 1:

### Fundamentals of Facilities Management:

- Introduction to Facilities Management:

- Definition and scope of facilities management.
- The role and responsibilities of a facilities manager.
- Key components of facilities management.
- Facilities Planning and Design:
  - Space planning and utilization.
  - Principles of sustainable design.
  - Building systems and infrastructure.

## Unit 2:

### Operational Strategies in Facilities Management:

- **Maintenance Management:**
  - Types of maintenance preventive, predictive, reactive.
  - Maintenance planning and scheduling.
  - Use of Computerized Maintenance Management Systems CMMS.
- **Vendor and Contract Management:**
  - Selecting and managing vendors and contractors.
  - Service level agreements SLAs and key performance indicators KPIs.
  - Cost control and budgeting for facilities services.

## Unit 3:

### Health, Safety, and Environmental Management:

- **Health and Safety Regulations:**
  - Compliance with OSHA and other regulatory standards.
  - Implementing health and safety programs.
  - Emergency preparedness and response planning.
- **Environmental Management:**
  - Waste management and recycling programs.

- Energy management and sustainability practices.
- Environmental impact assessments.

#### Unit 4:

##### Corporate Risk Management in Facilities Operations:

- **Risk Identification and Assessment:**
  - Identifying potential risks in facilities management.
  - Risk assessment methodologies.
  - Developing risk mitigation strategies.
- **Business Continuity Planning:**
  - Creating and implementing business continuity plans.
  - Crisis communication strategies.
  - Recovery planning and disaster recovery exercises.

#### Unit 5:

##### Crisis Management and Emergency Response:

- **Crisis Management Framework:**
  - Establishing a crisis management team.
  - Developing a crisis management plan.
  - Communication and coordination during a crisis.
- **Emergency Response Procedures:**
  - Developing and testing emergency response procedures.
  - Training staff for emergency situations.
  - Post-crisis evaluation and lessons learned.