



Course:	Facilities Management – Building Services Maintenance
Contact Hours:	24
Pre-requisite:	None

Abstract

This course conveys the process of managing facilities in all its complexity in sufficient detail, to allow the participant to gain a realistic grasp of contemporary facilities management policies and practices.

Target Audience

This course targets Facility managers, office managers, building owners, contract administration professionals, and anyone interested in facilities management.

Learning Outcomes

Upon completing this course, participants will be able to:

1. Convey the process of managing facilities in all its complexity in sufficient detail
2. Gain a realistic grasp of contemporary facilities management policies and practices.
3. Identify the essential functions of the facility manager's role
4. Update contracting skills for outsourcing maintenance, custodial, security and other contractors
5. Develop a maintenance strategy for premises and services
6. Relate to the causes of sick building syndrome
7. Focus on managing expenses, cutting utility costs and gaining bottom line value from asset management.
8. Understand how to financially justify improvement projects or replacement of equipment and complete a business case.
9. Better relate to managing and executing projects

10. Understand how to troubleshoot problems, work with teams and manage change during implementation of new projects
11. Understand the operations of a Computerised Maintenance Management System (CMMS)

Course Content

Introduction to Facilities Management (Learning Outcome 1, 2, 3)

- Introduction to Facilities Management
- Role of the Facilities manager
- The System
- Areas to be Maintained
- Benchmarking your Facility

Maintenance (Learning Outcome #5)

- Maintenance Philosophies
- Why Preventative Maintenance
- Breakdown vs. Preventative
- Predictive Maintenance
- Reliability Tools

Maintenance (Learning Outcome 5)

- Criticality assessment
- Asset ranking
- Outsourcing
- CMMS

Sick Building Syndrome (Learning Outcome 6)

- Indoor Air Quality
- Factors causing Sick Building Syndrome
- Negative Ions
- Remedies

Facilities Management Economics (Learning Outcome 8)

- Financial Analysis
- Life cycle costing analysis and maintenance management

- Cost Containment Issues
- Cash Flows
- Compound Interest
- Equivalence Techniques
- Net present Value

FM Tools (Learning Outcome 10)

- Change Management
- Team building
- Basic Project Management

Energy Management (Learning Outcome 9)

- Sources of Energy
- Energy efficiency programs
- Methods of reducing energy costs
- Compact Fluorescent bulbs
- Strategies for using energy more efficiently
- Energy-conserving technologies