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بروجاكس للتدريب والتطوير
Projacs Training and Development

Facility Management Professional™ (IFMA FMP® Credential Program)



23 – 27 August 2020

Dubai, United Arab Emirates

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



Introduction

The Facility Management Professional™ (FMP®) credential will prove to employers and clients that you have the practical and strategic skill set demanded of future FM leaders. If you are ready to get started, these four simple steps will take you from start to finish:

Order the IFMA FMP Credential Program. This one resource, combining reading materials with online study and testing tools, will both advance and test your level of knowledge in the four knowledge domains deemed critical by employers with the help of an instructor-led courses

1. Read the study materials (using printed books or e-version materials) and complete the online study tools for each course to enhance your skills and knowledge.
2. Complete the four online FMP final assessments with a passing score.
3. Submit your FMP application (with application fee) to IFMA to validate your FMP credential.

Objectives

BENEFITS OF EARNING FMP CREDENTIAL

- The FMP can help you gain a competitive advantage and improve your job performance through education and recognition.
- Build practical skills you can apply to your job immediately, resulting in cost-savings and added value to your organization through one of a kind compressed 5-day FMP program which will save you a valuable time, while retaining the same top quality insights you get with standard 8-day FMP program.
- Earn professional credibility and recognition from current and potential employers, clients, work teams and peers.
- Move one step closer to earning your CFM (Certified Facility Manager®) credential by taking up to three years off of your CFM experience requirement. Learn more.
- Network with your peers at special FMP functions at local, national and international events.

Who Should Attend?

Facility Management Professional (FMP) designation is a knowledge-based credential that will help to accelerate an FM's transition into the profession and demonstrate a proven comprehension of the foundations of facility management. It is ideal for:

- Facility management practitioners looking to increase their depth-of-knowledge in the foundational FM topics deemed critical by employers.
- Individuals who are transitioning into the FM profession.
- Related-industry practitioners such as architects, designers and safety engineers.
- Facility-related product and service providers.
- Experienced FMs intending to pursue the CFM credential.

Course Outline

MODULE ONE: OPERATIONS AND MAINTENANCE

Introduction to Operations and Maintenance

- Operations and Maintenance Overview
- Begin with a Plan

Assess Facility Needs

- Assess Condition of Building Structure
- Assess Exterior Structures and Elements
- Assess Condition of Building Systems
- Assess Interior Furnishings, Fixtures and Equipment
- Assess Grounds

Manage/Oversee Operations and Maintenance of Building, Systems and Equipment

- Acquire Systems, Materials and Equipment
- Install Systems, Materials and Equipment
- Maintain Systems, Materials and Equipment
- Operate Building Systems and Equipment
- Replace Systems, Materials or Equipment

Manage/Oversee Occupant Services

- Recognize Required Occupant Services
- Develop Usage and Service Level Guidelines
- Prepare and Execute Modifications to Occupant Services

Select the Best Resources

- Develop Maintenance and Occupant Service Specifications
- Select Competent Service Providers (Staff or Contract)
- Negotiate Service Level Agreements
- Monitor Work/Service Performance
- Resolve Contract Disputes

Measure Operations and Maintenance Performance

- Determine Life-Cycle Cost
- Monitor Use and Performance of Facilities
- Monitor Occupant Satisfaction

MODULE 2: PROJECT MANAGEMENT

Introduction to Project Management

- Facility Management Projects and Project Management
- The Project Manager
- Project Management Processes and Models

Define Projects

- Define Phase and Project Inputs
- Define Project Purpose
- Perform Programming
- Create Project Charter and Project Objectives Statement

Plan Projects

- Design Deliverables or Space
- Create Project Management Plan
- Plan Team and Resources

Manage and Oversee Projects

- Acquire Team and Resources
- Execute and Control Project

Close Projects

- Accept Deliverables or Occupy Space
- Close Contracts and Project and Evaluate Outcomes

MODULE 3: FINANCE AND BUSINESS

Finance and Business in the Facility Organization

- The Importance of Being Finance- and Business-Aware
- Financial Terminology
- Fundamental Accounting Concepts

Financial Management of the Facility Organization

- Budgets and Budgeting Basics
- Financial Statements
- Business Cases, Supporting Documentation and
- Financial Reports
- Fundamental Cost Concepts
- Analyzing and Interpreting Financial Documents
- Cost-Containment Strategies
- Chargebacks

Procurement in the Facility Organization

- Procurement Procedures
- Procurement and Facility Management Outsourcing

Contracts in the Facility Organization

- Contract Development, Management and Oversight
- Contract Administration
- Analyzing and Interpreting Financial Contract Elements
- Resolving Vendor Conflicts

MODULE 4: LEADERSHIP AND STRATEGY

Plan Strategically

- Introduction to Strategic Planning
- Align Facility's Strategic Requirements to Entire Organization's Requirements
- Develop and Implement a Strategic Planning Process
- Develop a Strategic Facility Plan or Facility Master Plan
- Implement Strategy Using Tactical Plans

Lead and Manage the Facility Organization

- Introduction to Leadership and Management
- Theories of Individual Behavior and Leadership
- Lead, Inspire, Influence and Manage the Facility Organization
- Advocate for Facility Management Needs and Priorities
- Organize and Staff the Facility Function
- Develop Effective Teams
- Develop, Implement and Evaluate FM Policies, Procedures and Practices
- Clarify and Communicate Responsibilities and Accountabilities
- Resolve Conflicts

Provide Leadership to the Entire Organization

- Promote, Encourage and Adhere to a Code of Conduct
- Develop and Manage/Oversee Relationships
- Ensure Compliance with Corporate Social Responsibility Policies

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

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|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **4,000USD**
**VAT is Excluded If Applicable*