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بروجاكس للتدريب والتطوير  
Projacs Training and Development

# Operation and Maintenance Contracts – Management and Supervision

إدارة ومتابعة تنفيذ عقود التشغيل والصيانة

13 – 17 September 2020

Dubai / United Arab Emirates

A Member of:



PROJACS ACADEMY



[ProjacsAcademy.com](http://ProjacsAcademy.com)



## Introduction

Due to the significant growth of the construction industry, many buildings, infrastructure and other types of projects have been constructed and completed to improve the quality of human living. The completion of such projects opens new crucial windows of problems for some and opportunities for others. Problems have been reported on the lack of knowledge and skills to properly execute the maintenance and operation contracts of these multi-million dollars facilities. The knowledge in coordinating and overseeing a safe, secure, and environmentally-sound operations and maintenance of these assets in a cost effective manner is vital in the long-term preservation of the asset value. Smooth operation and maintenance services would ensure that the facilities are operated and maintained to maximize their usage economically and for pleasant use by occupants.

This 5-day course which is conducted in English, is delivered in 5 separate modules to provide an understanding of the concept of operations and maintenance and the efficient management of related contracts. The course has been divided into the following sections: Decision Making and Thinking Theory, Overview of Asset and Facility Management, Theory and Concept, Facilities Management, Facilities Planning and Design and Operations Management Implementation. Presented by some of industry's leading academics cum specialists and consultants, the topics will be both challenging and practical. This program offers an opportunity to improve knowledge and skills of those who are responsible in managing and supervising the operations and management contracts and for those who desires an uninterrupted service to clients and users of facilities. All these targets will be achieved as participants are exposed to the experiences and knowledge of speakers who have been in this business for more than a decade, Preparation and review of operation and maintenance contracts.

## Who Should Attend?

- Project Directors, Construction Managers and Facility Managers
- Project Managers, Senior Managers and Quantity Surveyors
- Managers and Technical personnel working in Consultants, Contractors and Suppliers organizations
- Plant and Building Supervisors and Managers
- Policy makers responsible for development and implementing national sustainable development strategies, and Researchers and academics involved in the construction and building industries.
- Employees and representatives of contracts.

## Course Outline

### **Day 1:**

#### **Introduction, Survey, and Definitions for Best-Practice Service Contract**

- Introduction
- Survey and Definitions
- What Is Operation and Maintenance?
- What Are the Various Types of Service Contracts?
- Who Are the Providers?
- Obtaining a Best-Practice O&M Service Contract

### **Day 2:**

#### **Initiation and Planning of a Best-Practice O & M Service Contract**

- Developing the Structure
- Developing Objectives
- Measurable Objectives
- Screening the Contractors
- Obtaining Bids and Selecting a Contractor
- Obtain Management Support
- What to Include in a Best-Practice Service Contract

### **Day 3:**

#### **Problem Solving-Decision Making and Thinking Theory**

- What Should A Best-Practice Service Contract Cost?
- Documenting, Tracking, and Reporting Requirements
- The Facility O&M Service Plan
- Adding the “O” to an O&M Service Contract
- Calibration Requirements
- Certifications and Safety Requirements
- Contract Cancellation, Protocols, and General Considerations
- Measuring the Quality of Your O&M Program

#### **Day 4:**

##### **Implementation of a Best-Practice O & M Service Contract**

- Selling O&M to Management
- Program Implementation
- Program Persistence
- O&M Contracting
- O&M Contract Types
- Contract Incentives

#### **Day 5:**

##### **Monitoring and Controlling of a Best-Practice O & M Service Contract**

- O&M Needs for Verified and Persistent Savings
- Determination and Verification of O&M Savings
- Tips for Managing and Overseeing a Best-Practice Service Contract
  - Communication
  - Documentation and Review
  - Spot Checks

### 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, and case studies and highlight the techniques available to the participants.

### Schedule

**The course agenda will be as follows:**

- |                     |                  |
|---------------------|------------------|
| • 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\*

- **2,950 USD**  
*\*VAT is Excluded If Applicable*

## مقدمة

بسبب الطفرة في صناعة الإنشاءات ، والعديد من المباني والبنية التحتية ومشاريع النباتات وأنواع أخرى من المشاريع ذات الصلة لتحسين معيشة الإنسان قد اكتملت. وإن الانتهاء من هذه المشاريع يفتح نوافذ جديدة لبعض المشاكل والفرص المتاحة للآخرين. المشاكل قد قدم تقريراً عن أسبابها وهي نقص في المعرفة بشكل صحيح لتنفيذ عقود الصيانة والتشغيل. وسلسلة وخدمات الصيانة من شأنها أن تكفل للمرافق وتشغيلها وصيانتها لتعظيم استخدامها اقتصادياً وترشيد للاستخدام من قبل شاغليها .

وصمم البرنامج أيضاً في شكل سلسلة من المحاضرات ودراسات الحالة لتوفير فهم لمفهوم العمليات والصيانة والكفاءة في إدارة العقود ذات الصلة. وهذا البرنامج يتيح فرصة لتحسين المعرفة والمهارات لدى المسؤولين في إدارة والإشراف على عمليات وعقود الإدارة وإعداد عقود التشغيل والصيانة ومراجعتها.

## الحضور

- مدراء المشاريع والصيانة.
- المدراء الماليون والتسويق.
- مسئولي المشتريات.
- مدراء العقود.
- موظفين وممثلين العقود
- منسقو ضمان الجودة ، مساحو الكميات والمدراء أو الاستشاريون.
- المديرون ذوي الخبرة الراغبين في مراجعة الإجراءات والعمليات الحالية.
- مديرين من ذوي الخبرة الذين يرغبون في إعادة النظر في الإجراءات والعمليات الحالية
- مديري الصيانة و المشاريع
- المهندسين والمحاسبين وغيرهم من المهنيين الفنيين ومديري الموارد البشرية
- مديري المالية والتسويقية
- العاملين في مجال الصحة والسلامة المهنية
- مديري العقود ، ومنسقي ضمان الجودة
- مسئولي المسح الكمي والمديرين.
- الإدارة وتكنولوجيا المعلومات ، والهندسة ، والسلامة ، واستشاريين في مجال التدريب
- العلاقات العامة ، والتوظيف ووكالات الإعلان
- المحاسبين ومدققي الحسابات والمحامين