



an eegis company

بروجاكس للتدريب والتطوير
Projacs Training and Development

MAINTENANCE, OPERATION & FACILITIES CLEANING - TECHNICAL REQUIREMENTS

24-28 March 2019 Muscat – Oman

A Member of:



PROJACS ACADEMY



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Introduction

Why Choose this Course?

Maintenance, Operation and Facility Cleaning Course will help the participants in developing delegate's skills in managing facility staff and corporate assets while minimizing risk exposure in the workplace. As the Facilities Management (FM) function continues to evolve, this course offers the latest thinking in the profession, right balance between asset performance (functionality, availability, reliability, safety), and will tackle specific issues encountered on the ground and apply best practices in discussing real solutions.

This course will feature:

- Proper knowledge of the basic principles of facilities management
- General framework for measure the quality of Facility management services.
- Main framework of facility environmental stewardship and sustainability.
- The general principles and methodology for facility operation and maintenance.
- Gain the required knowledge of FM procurement and Business essential for FM.

How will this be presented?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. It is composed in such a way that it can be held for all professionals involved in managing or implementing asset management processes. It is conducted along course principles with formal lectures and many interactive exercises. Relevant case studies illustrate the application of each subject in an operations environment and each learning point will be re-enforced with practical exercises. There will be many opportunities for discussion and sharing experiences.

Objectives

What are the Goals?

1. Understand the basics of facilities management.
2. Mastering the knowledge of Environmental Stewardship and Suitability of Facility Management.
3. Understand the measurement techniques for quality of FM services.
4. Understanding the concepts and principles of operations and maintenance of facilities.

Who Should Attend?

Who is this Course for?

This course is suitable to a wide range of professionals but will greatly benefit professionals in different branches who are involved in any aspect of asset management, facility management, and Maintenance Management.

1. Project, Design & Maintenance Management
2. Maintenance & Reliability Engineering
3. Professionals who are responsible for the management, operation and maintenance of facilities (buildings, production facilities, utilities, power and water distributions networks landscaping, etc.)
4. Professionals aiming to update themselves on the basic elements, best practices and implementation aspects of facilities management.
5. It is highly recommended that all Maintenance, Reliability, Engineering and technical support staff including leadership and management.

The Course Content

DAY 1: Facility Management Principles and Overview

Objective:

This day of the course will cover the relationship between cycle life of assets and its' relationship with facility management in terms of optimize the return of investment of any asset within useful life. As well, it will cover the FM main working frame need to run in FM organizational unit for assuring achieving the objectives of organization with illustrating the main role and responsibilities needed to be in FM organization unit beside high light other main management knowledge needed FM staff equipped with to serve the facilities workers and occupants: -

1. Overview of Asset Management and FM alignment of FM with it;
2. FM Framework & strategies;
3. FM Roles, Responsibilities, Management processes, and Evaluating operations;
4. FM Sustainability & Energy Management
5. FM Water Management, Waste Management, Maintenance Management, Health & Amenity.
6. FM Essential Services Management.

Day 2: Environmental Stewardship and Suitability

Objective:

This part of day from the course will concentrate on suitability concepts implementation throughout the organization with explaining the whole process of it and its' enables and showing the controls of it. At this point, it will be illustrating how such management is aligned with overall strategy of the organization and its' business plan in terms of reduction cost and saving energy. Such approach will be covered through the following study units: -

1. Facility Management Sustainability Management;
2. Aligning of FM Sustainability with organization strategy;
3. Measuring and Reporting Sustaining for FM;
4. Focus areas for Sustainability (Input)
5. Focus areas for Sustainability (Process)
6. Focus areas for Sustainability (Output)

DAY 3: Operation and Maintenance

Objective: The aim of this day if explain the operation and maintenance purpose of asset life cycle and how it will be related to the FM. At this stage, the trainee will be mastering the knowledge and skills of how assess the demands of Operation and Maintenance, decide on

which services of operation and maintenance needed to be outsource and the best way of measuring the performance of such operation and maintenance. It will be covered through the following studying units: _

1. Introduction to FM Operation and Maintenance
2. Assess facility needs from services needed for managing facility operation and maintenance;
3. Manage / Oversee O&M of building
4. Manage / Oversee Occupant Services
5. Select best resources for managing FM services;
6. Measure O&M effectiveness.

Day 4: Quality in Facility Management

Objective:

In this day of the course, the trainees shall master the main and essential skills needed to improve continually the effectiveness of FM operations through illustrating the right and efficient tools that allow the trainees to measure, monitor and analyze the core operations of FM. Such processes would be illustrated through showing the most important KPI's and how it will link to FM balance score card beside explain the benchmarking techniques as per best practices to enable them benchmark other organization for better excellence in the performance. It can be done through the following study units: -

1. Fundamental of Quality in Facility Management
2. Quality Measures of FM
3. Quality assessment of FM services
4. Improvement of FM work process
5. Compliance with codes, regulations, policies, and standards

DAY 5: Emergency Preparedness and Business Continuity

Objective:

In the last day, it will concentrate on aware the trainees with fundamental knowledge of BCM and how it can be implemented throughout FM for management threats that may occur in operating the facilities, and how it will manage all related dependency and risks as per ISO 22301. Such of concepts will be covered through the following study units:

1. Overview of Emergency Preparedness and Business Continuity
2. Manage Risks of FM
3. Develop Response Plans of FM
4. Facility tenants and workers Train, Test and Drills;
5. Business Continuity Respond, Recover and Learn of tests and drills;
6. Evaluate and Revise Plans of response in Emergency situation.

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
- 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 |