

Facilities Management Operational Excellence

Hook, Hampshire, UK, Please contact re future dates.



Practitioner Level 3 Day Workshop

Facilities like offices, warehouses, production facilities, utilities, parking lots and landscaping become more and more flexible, complex and expensive. That is why Facilities Management is big business nowadays. It is one of the largest budget expenses and therefore one of the major sources of cost savings. However not at all costs, because facilities are a major asset too.

This course shows you how to organize and manage a facilities department as a successful "business within a business". The goal is to run the facilities in an effective and efficient way, in order to integrate function, people and place.

The delegates will:

- understand the basic elements of facilities management*
- learn what best practices are available and best suitable for implementation in their organization*
- understand how to draw up a maintenance concept and maintenance plan*
- learn how to implement and use facility management information systems (FMIS)*
- learn how to monitor performance and improve results*

The Delegates

- Facility Managers, Maintenance engineers and Team leaders
- Anyone who is involved in operating, maintaining and managing facilities (buildings, utilities, landscaping) and wishes to update themselves on the basic elements of facilities management, best practices and implementation aspects

The Process

The course will be conducted along workshop principles with formal lectures, case studies and interactive practical exercises. There will be many opportunities for discussion and sharing experiences.

The Goals

The course provides knowledge to understand and implement basis elements and best practices of facilities management into the organization. It provides instruments to improve the performance in both short as well as long term.

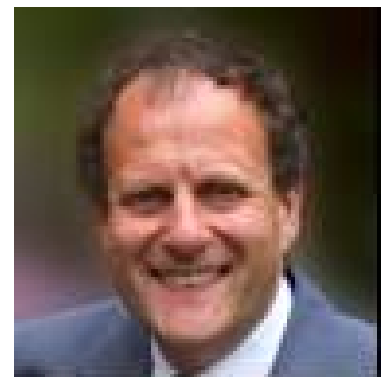
The Programme Contents:

- Introduction:
 - What are facilities?
 - Management of facilities: what does it mean?
 - Facilities Management Process
 - Facilities Management as “a business within a business”
 - Organizational aspects
 - Basic elements of Facilities Management:
 - facility planning
 - project realization
 - facility operation & maintenance
- Basic elements of Facilities Management:
 - Facility planning
 - strategic & annual planning
 - financial management
 - space planning & management
 - real estate options
 - Project realization
 - design, build, maintain cycle
 - project management & organization
 - construction aspects
 - Facility operation & maintenance
 - work coordination
 - facility operations & services
 - maintenance & repair
 - safety, health & environment

- risk management
- quality management
- information management
- Preventive Maintenance:
 - Risk Based Maintenance
 - developing a maintenance concept based on Risk Based Maintenance
 - specific aspects:
 - general cleaning tasks
 - elevator & escalator maintenance
 - utility maintenance:
 - process water & steam
 - air handling
 - sewage treatment
 - landscaping services
 - electronics & communication systems
 - safety equipment
- Planning & Scheduling maintenance:
 - long term preventive maintenance planning
 - scheduling preventive and corrective maintenance
 - work order systems
 - administrating & analyzing the data
- Outsourcing considerations
 - what to outsource and what not
 - choosing the right contractor
 - how to manage this
- Contracting
 - contract types
 - the service level agreement cycle
- Operational Excellence
 - target setting
 - monitoring performance
 - the Balanced Facilities Management Scorecard
 - how to use benchmarking
 - wrap-up

Course Leader Profile: Paul Wheelhouse

Paul is a Chartered Electrical Engineer, member of the Institution of Electrical Technology and council member of the Institute of Asset Management. He is also a visiting lecturer at Manchester University where he lectures on both MSc and MBA programmes.



Facilities Management Workshop Date/Venue

Highfield Park, Hook, Hampshire, RG 27 0LG

Reading, Berkshire

Timing

9.00 to 17.00 Day 1

8.30 to 17.00 Day 2

8.30 to 16.00 Day 3

Workshop Fees: £950 +£190 VAT
(£140)

3rd delegates 15% discount

Workshop fees include notes, coffee/tea and lunches during the 3 days.

Accommodation available at additional cost (Discount not applicable)

Full payment is required before places can be reserved. Cancellation charges apply.

We regret that bookings cannot be accepted from consultants

Complete and return this booking form to
**DAK Consulting, Chiltern House,
45 Station Road, Henley on Thames,
RG9 1AT**

Or contact **Sue Catt** on
Tel: +44(0)1491 845504
Sue.Catt@dakconsulting.co.uk

Payment can be made by:

1. attaching a cheque made payable to "DAK Consulting"
2. requesting us to invoice your company against purchase order number: _____

Name	
Position	
Company	
Address	
Post Code	
Telephone	
Facsimile	
Email	
Nights Accommodation required	

Name	
Position	
Company	
Address	
Post Code	
Telephone	
Facsimile	
Email	
Nights Accommodation required	

Name	
Position	
Company	
Address	
Post Code	
Telephone	
Facsimile	
Email	
Nights Accommodation required	