MERCURY

# The Complete Course on Facilities Management

5 – 9 July 2027
Amsterdam (Netherlands)



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**Ref:** 1002_327859 **Date:** 5 – 9 July 2027 **Location:** Amsterdam (Netherlands) **Fees:** 6200 Euro

## Introduction

Facilities like buildings, utility plants, power water distribution networks, production plants, parking lots, and landscaping are integral components in facilities management and have become more flexible, complex, and expensive.

Facilities Management is a significant business sector today. It encompasses integrated facility management and facility asset management and necessitates skilled facilities project manager roles. As one of the most considerable budget expenses, it represents significant cost-saving opportunities while recognizing facility management benefits. Despite the focus on savings, facilities are an essential asset that must be managed carefully.

This course outlines the best practices in facilities management, including the roles of regional facilities manager and action facilities management. Discover the caravan facilities management approach for organizing and leading a successful facilities department—a business within a business.

The course provides facilities and management training courses aimed at effective and efficient operation and maintenance of facilities, harmonizing function, place, and people. With a focus on balancing asset performance functionality, availability, reliability, safety with associated costs, covered topics include building and facilities management training, weighing the benefits of handling operations and maintenance in-house versus outsourcing.

## Understanding Facilities Management

Facilities management is a multi-disciplinary practice that ensures the built environment supports the strategic requirements of the organizations it serves. Includes the management of the buildings and the technology, equipment, and services necessary for an organization to function. By aligning facilities management activities with an organization's purpose and strategic objectives, facilities managers contribute significantly to productivity and sustainability.

## Targeted Groups

- Facilities managers.
- Building managers.
- Risk department.
- Administration department.
- Individuals interested in excellent knowledge in facilities management.

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## Course Objectives

By the end of this course, participants will:

- Understand the essential factors of facilities management.
- Evaluate the current state of their facilities management process.
- Learn best practices for implementation in their organization.
- Recognize the need for an effective operational and maintenance control center.
- Develop a risk-based preventive maintenance strategy.
- Create strategies for contracting out services.
- Execute an outsourcing strategy for better results.
- Understand various contract types and their application.
- Monitor performance and outcomes with facilities management training.
- Use benchmark studies for process improvement.
- Apply industry best practices.
- Operate and maintain their facilities as a business within a business.
- Share their experience and knowledge with others.

## Targeted Competencies

- Strategic planning.
- Assessing the current state.
- Risk-based maintenance strategy.
- Work planning control.
- Outsourcing considerations.
- Contract types and contracting cycle.
- Using key performance indicators KPI.
- Benchmarking.

## Course Content

### Unit 1: Overview of Facilities Management

- The facilities management process.
- Facilities management as a business within a business.
- Facilities planning.
- Facilities realization concept to completion.
- Facilities Operations & Maintenance.
- Individual assessment of your current facilities management process.

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## Unit 2: The Basic Elements of Facilities Management

- Strategic annual planning.
- The design, build, and maintenance cycle.
- Operations & Services.
- Work planning control systems.
- Maintenance and repair management.
- Information and performance management.

## Unit 3: Preventive Maintenance & Maintenance Strategy

- Understanding risk and its implications for maintenance.
- The Risk-Based Maintenance methodology.
- Developing an efficient, risk-based maintenance strategy in seven steps.
- Defining maintenance tasks and schedules.
- Case study analysis.
- Typical inspection and maintenance tasks for utilities.

## Unit 4: Outsourcing and Contracting

- Deciding what to outsource and what to keep in-house.
- Choosing the right contractor for your needs.
- Effective management of outsourced services.
- Understanding different contract types.
- The contracting cycle and its phases.
- Crafting service level agreements SLAs.

## Unit 5: Performance Monitoring & Benchmarking

- The concept of continuous improvement in facilities management.
- Setting targets and establishing benchmarks.
- Developing and using Key Performance Indicators KPIs effectively.
- The Facilities Management Balanced Scorecard.
- Setting up and conducting benchmark studies for performance improvement.