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PLANNING AND STRATEGY MANAGEMENT | COURSE

Facility Planning and Management

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Course content

Why Attend

Facility management (FM) is a field that encompasses multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology. FM is categorized as either 'Hard' or 'Soft' and often involves a range of third-party providers that must be carefully managed.

This course explores all aspects of FM and how to ensure maximum value is achieved, providing a range of essential considerations for the FM Manager.

The course uses a mix of interactive and hands-on techniques. In addition to brief presentations by the facilitator and the participants, there are numerous individual and group exercises, videos and problem solving activities.

By the end of the course, participants will be able to:

• Define the foundations of Facility Management and understand Facility Management strategies

• Outline the considerations in Facility Planning

• Understand service delivery and performance management

• Adopt best practice in managing the Facility Management function

• Understand the role of project and maintenance management in Facility Management

• Understand sustainability in Facility Management

• Outsource key Facility Management operations to third party organizations

Personnel who are interested in learning facility management and the considerations that affect facility management.

• Managing FM

• Stakeholder Management

• Outsourcing

• FM Procurement

• Managing performance

Course content

Course outline

The foundations of Facility Management

- Key concepts
- Core competencies
- Roles and responsibilities

Facility Planning

- Key issues
- Utilizing space
- Stakeholder management
- Risks

Facility Management Strategy

- The business context and drivers
- Strategy formulation, analysis, development and implementation
- FM Strategy checklist

Managing the workplace

- People management
- Productivity
- Health, safety and security
- 5S

Outsourcing Facility Management

- The outsourcing decision

Course content

Course outline

- FM and procurement
- The outsourcing process
- Developing the contract
- Specifying the service

Service delivery and performance management

- Continuity of service
- End user requirements
- Managing service providers
- Managing performance
- SLA's / KPI's
- Dealing with poor performance

Understand the role of Project and Maintenance Management in Facility Management

- Project Management phases and skills
- Maintenance management essentials
- Continuous improvement in FM

Understand Sustainability in Facility Management

- The sustainability agenda
- Environmental considerations
- CSR
- Innovation

Seminar dates

Available seminar dates

Live dates and pricing for Facility Planning and Management generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	Vienna - Austria	Classroom	**€3,400.-**
14 - 18 December 2026	Barcelona - Spain	Classroom	**€3,080.-**
2 - 6 November 2026	Rome - Italy	Classroom	**€3,400.-**
21 - 25 December 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
18 - 22 January 2027	Dubai - UAE	Classroom	**€4,200.-**
15 - 19 February 2027	Munich - Germany	Classroom	**€3,400.-**
15 - 19 March 2027	Madrid - Spain	Classroom	**€3,400.-**
19 - 23 April 2027	Geneva - Switzerland	Classroom	**€4,200.-**
17 - 21 May 2027	Istanbul - Turkey	Classroom	**€2,280.-**
21 - 25 June 2027	Cape Town - South Africa	Classroom	**€3,400.-**
19 - 23 July 2027	Barcelona - Spain	Classroom	**€3,080.-**
16 - 20 August 2027	Vienna - Austria	Classroom	**€3,400.-**
20 - 24 September 2027	Barcelona - Spain	Classroom	**€3,080.-**
18 - 22 October 2027	Paris - France	Classroom	**€3,600.-**
15 - 19 November 2027	Frankfurt - Germany	Classroom	**€2,600.-**
20 - 24 December 2027	Barcelona - Spain	Classroom	**€3,080.-**