informatech




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 |
|---|---|---|---|
| 14 - 18 December 2026 | Barcelona - Spain | Classroom | **€3,080.-** |
| 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.-** |

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|---|---|
| **Live online option** | Online delivery is available at €1,850.-. |