



## The Professional Facilities Manager – Operational Management (Intermediate Level)

### 3-day course



*This course provides tuition for optional  
**IWFM level 4 qualifications in facilities management**  
See 'Professional Recognition' section below for details*

To explain the strategic impact of facilities management on organisations and how to apply techniques to add value to the facilities management operation and improve its performance in line with organisational objectives

### Objectives

*By the end of this course you will be able to describe:*

The wide scope, extent and diversity of the FM function  
How Facilities Management relates to organisational objectives and business drivers  
The impact that commercial priorities and culture have on the provision and resourcing of FM services  
The key factors driving facilities requirements and how these influence the priorities for FM service levels and resourcing  
The key functions of Facilities Management and how it responds to a variety of business models  
How to identify and best deliver and manage support services and building services  
Whether it is best to deliver services in-house or using outsourcing  
Key aspects of financial management for facilities managers and understanding facilities costs in the wider business context  
How to collect and interpret financial information and to explore the part played by FM in the business as a whole  
How occupancy costs fit in to the context of the wider business  
How to manage a relocation project, and the key principles of project management  
Structuring project teams, understanding roles and responsibilities  
How to identify key environmental and sustainability issues, legislative requirements and develop a mitigation plan  
Appraisal tools for assessing your energy and environmental management status, and how to avoid energy waste  
Risk assessment methods and business continuity planning  
How to develop and implement disaster recovery strategies  
The role of security, security threats, and measures to reduce weaknesses  
Key aspects of fire safety management, statutory obligations and fire risk reduction  
Why health and safety is important and how it can be managed.

### Description

This course will help delegates understand the strategic impact of facilities management on organisations, and the business drivers that determine operational priorities. You will learn how to apply management techniques to add value to the facilities management operation and improve its performance in line with organisational objectives. It will encourage you to recognize and act on opportunities

to improve overall business performance through more effective facilities planning and management.

Intended for: public and private sector staff with a minimum of two or three years' management experience in the field, who are looking to develop an already sound understanding of day to day operations into a strategic view of facilities management. Suitable delegates would include: facilities / premises / estates or site services managers; project planners and managers; and consultants / advisers assisting clients with policy-making.

## **Programme**

### **DAY 1**

#### **8.30 Arrival, registration, tea / coffee**

#### **9.00 Welcome and Introduction, IWFM qualifications**

Domestic arrangements for the course, information of key aspects of the BIFM qualifications and informal introductions.

#### **9.30 Establishing the Facilities Management Service**

Although most facilities managers will not find themselves having to set up a department from scratch, it is important to simulate the exercise from time to time, by stepping back and revisiting the scope and approach to delivery of FM services adopted in organisations. A major objective for all FM's must be to understand how the function relates to organisational objectives and business drivers. This opening session examines the impact that commercial priorities and culture have on the provision and resourcing of FM services. The session includes a strategy workshop based on a case study model.

#### **10.45 Tea / coffee**

#### **11.00 Establishing the Facilities Management Service (continued)**

#### **1.00 Lunch**

#### **2.00 Applying Health and Safety to service delivery**

Good health and safety standards and procedures are essential whether in-house teams or external contractors are undertaking support services. This session will help to ensure that support services providers are correctly managed. It will also outline some of the sources of information relating to the considerable amount of legislation and Codes of Practice necessary for compliance. Group activities will also focus on the need for full compliance.

#### **3.00 Delivering the Services**

It is important to correctly identify the service needs of users. Once established, there are a number of ways in which the broad range of FM support services can be delivered. These are discussed and compared in order to determine the most suitable method for each application and are further illustrated with group activities

#### **3.30 Tea / coffee**

#### **3.45 Delivering the Services (continued)**

**5.00 Close of day one**

**7.00 Dinner for residential delegates**

## **DAY 2**

### **9.00 Financial Management for Facilities Managers – presentation & group work**

This session is a combination of presentations and group work & aims to give an:

- Introduction to financial reports and appreciation of why these are important to business organisations
- Understanding of why these financial reports are also important to facilities managers
- Introduction to key financial terms that would be used in an effective dialogue with finance people
- Introduction to some financial appraisal techniques for business case evaluation

**10.30 Tea / coffee**

### **10.50 Financial Management for Facilities Managers – presentation and group work (continued)**

**12.30 Feedback, questions and discussion**

**1.00 Lunch**

### **2.00 Managing Relocation**

This session deals with the practical aspects of managing major move projects, and highlights the key principles of project management which apply in a range of situations. In particular it focuses on:

- Structuring project teams, understanding roles and responsibilities
- Procuring internal and external expertise
- Briefing consultants and contractors
- Managing and influencing users' expectations
- Programming
- Project control and budgeting
- Post-project feedback.

**3.15 Tea / coffee**

**3.30 Managing Relocation workshop exercise**

**4.30 Workshop feedback**

**5.00 Close of day two**

**7.00 Dinner for residential delegates**

## **DAY 3**

### **9.00 Energy and Sustainability**

This session will help delegates identify:

- Key environmental and sustainability issues

- Environmental legislation affecting business activities – waste, water, land &
- Contamination
- Energy Management and good practices to reduce carbon emissions and
- costs
- Practical tools to monitor performance and implement continuous
- improvement plans
- Sources of information
- Energy legislation

### 10.30 Tea / coffee

### 10.45 Energy and Sustainability (continued)

### 12.30 Lunch

### 13.30 Introduction to risk

What is a risk? Hazard versus risk, consequences and impact  
 Risk assessment and risk reduction  
 Other risk management tools including insurance and risk financing  
 Introduction to security  
 Role of security, security threats, measures to reduce weaknesses

### 3.00 Tea / coffee

### 3.15 Introduction to fire safety management

Statutory obligations, causes of fires, fire risk reduction  
 Business continuity planning

### Review and questions

### 4.30 Close

## **Professional Recognition**

Delegates receive a Quadrilect Ltd certificate of attendance which contributes towards their record of CPD [Continuing Professional Development].



***This course also provides tuition for optional  
 IWFM level 4 qualifications in facilities management.***

The 'Professional FM – Operational FM' is accredited to provide tuition for the IWFM level 4 Award, Certificate and Diploma. Please contact us on 020 7469 1398 or email [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk) for a qualifications brochure and further guidance on enrolment.

### **How do I book?**

**Telephone:** 020 7469 1398

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