

# Hard Facilities Management Masterclass

Understand the value of your investment

## PREREQUISITES

Delegates are required to bring their laptop for this workshop

25th - 26th September 2017  
Kuala Lumpur, Malaysia

## Major Benefits of Attending

By end of this course, delegates will be able to:

- **DEVELOP** a strategy for the effective management of hard FM services
- **POSITION** FM as an enabler of performance improvement in the organisational context
- **INTERPRET** and meet FM requirements within the context of own job role
- **UNDERSTAND** how to apply best practice techniques in hard FM management
- **INTERPRET** FM requirements relevant to the maintenance and improvement of the built environment
- **UNDERSTAND** different FM models to facilitate an improved level of service delivery
- **UNDERSTAND** how to procure and manage FM contracts applicable to the role
- **EXTRACT** and **APPLY** FM performance indicators
- **UNDERSTAND** the application of new technology to the FM sector

## Why you Should Attend?

The Programme would be designed so that by the end of the course delegates will have a deeper understanding of:

- ✓ The role of the Facility Manager in managing hard services
- ✓ The importance of FM and its value to organisations
- ✓ The impact of physical building characteristics on FM
- ✓ Key aspects of building services
- ✓ Types of contract and managing those contracts effectively
- ✓ Basic awareness of the monitoring and evaluation of contracts
- ✓ Managing Contractors safely and effectively

In order to maximise engagement, the delivery will include group work, case studies, interactive exercises, gamification and scenarios, practical tools and techniques and example of best practice processes and records. Video clips will also be included.

## Who Should Attend?

- ✓ Companies with a Facilities Management programme in place or those thinking about implementing one
- ✓ Any person currently in the field of Facilities Management e.g. building services and estate managers
- ✓ Those who are interested in moving into the field of Facilities Management

Organized by: \_\_\_\_\_



WE SOLVE YOUR PUZZLE