

Course No. 1679

# Facilities Management Strategy & Operations

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**PUBLIC ASSET & FACILITIES MANAGEMENT  
GOVERNMENT & PUBLIC SECTOR**

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DURATION

**5 Days**

LOCATION

**Milan, Italy**

DELIVERY

**Classroom**

DATES

**28 Dec 2026 – 1 Jan 2027**



## Scheduled Event Details

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|---------------|--------------------------|
| CITY          | Milan, Italy             |
| DATE          | 28 Dec 2026 – 1 Jan 2027 |
| DELIVERY TYPE | Classroom                |
| COURSE FEE    | €6,000                   |

## Course Overview

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The Facilities Management Strategy & Operations Training Course provides a comprehensive strategic and operational framework for managing facilities in a structured, efficient, and performance-driven manner. The course focuses on aligning facilities management strategy with organizational objectives while strengthening day-to-day operations, service delivery, asset performance, resource utilization, risk management, and business continuity.

Modern facilities management extends beyond the maintenance of buildings and physical infrastructure. It encompasses a wide range of integrated services, including building operations, maintenance, utilities, energy management, workplace services, security coordination, cleaning, space management, contractor oversight, and occupant experience. This course provides participants with practical approaches for coordinating these functions within a unified facilities management operating model.

The program examines the development of facilities management strategies, operating models, service standards, governance structures, operational procedures, resource plans, maintenance strategies, performance indicators, and service-level requirements. Participants will learn how to translate strategic objectives into practical operating plans and establish clear responsibilities, controls, and performance measures across facilities functions.

A strong focus is placed on operational efficiency and continuous improvement. Participants will explore methods for optimizing facility resources, improving maintenance planning, managing contractors, controlling operational costs, monitoring service quality, managing risks, and strengthening compliance. The course also considers the role of digital systems and facilities data in improving operational visibility and supporting informed management decisions.

Through practical exercises, case studies, operational assessments, and strategy development workshops, participants will develop the ability to build and implement an integrated Facilities Management Strategy & Operations framework. The course is suitable for government entities, ministries, public-sector organizations, banks, hospitals, universities, airports, oil and gas organizations, industrial facilities, commercial properties, and large corporations seeking to improve facilities performance and service delivery.

## Objectives

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- Analyze the strategic role of facilities management in supporting organizational performance and business continuity.
- Assess current facilities management strategies, operating models, services, resources, and performance requirements.
- Develop a facilities management strategy aligned with organizational priorities and service delivery objectives.
- Evaluate facilities operating models, governance structures, responsibilities, and service management arrangements.
- Apply effective approaches to facilities operations, maintenance, workplace services, utilities, and support functions.
- Develop service standards and performance requirements for internal teams and external service providers.
- Assess facilities risks and establish appropriate controls to support operational continuity and resilience.
- Improve resource utilization across facilities workforce, equipment, budgets, contractors, and operational services.
- Develop Key Performance Indicators for measuring facilities efficiency, service quality, maintenance effectiveness, and asset performance.
- Evaluate contractor performance and strengthen contract and service-level management.
- Apply continuous improvement approaches to identify operational inefficiencies and improve facilities service delivery.
- Design an integrated Facilities Management Strategy & Operations framework by the end of the course.

## Who Should Attend

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This training course is designed for Facilities Managers, Facilities Operations Managers, Property Managers, Asset Managers, Maintenance Managers, Engineering Managers, Building Managers, Workplace Managers, Operations Managers, and professionals responsible for managing buildings, facilities, infrastructure, and support services.

The course is particularly relevant to professionals working in ministries, government entities, municipalities, public-sector organizations, banks, hospitals, universities, airports, oil and gas companies, energy organizations, industrial facilities, commercial properties, and large corporations. It is also suitable for professionals responsible for maintenance, workplace services, procurement, contracts, health and safety coordination, energy, sustainability, and operational performance.

The program will benefit executives, senior managers, department heads, contract managers, project managers, service delivery leaders, and decision makers responsible for facilities strategy, operational budgets, service quality, asset performance, contractor management, risk control, and business continuity. It provides a practical foundation for connecting strategic facilities objectives with effective day-to-day operations.

## Learning Outcomes

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- Explain the strategic and operational components of modern facilities management.
- Assess the effectiveness of an existing facilities management strategy and operating model.
- Develop a facilities management strategy aligned with organizational objectives and service requirements.
- Establish appropriate governance structures, roles, responsibilities, and operational controls.
- Develop effective operating procedures for facilities services, maintenance, utilities, and workplace operations.
- Establish service standards and measurable requirements for facilities service delivery.
- Evaluate facility risks and develop practical controls to support continuity and operational resilience.
- Improve the allocation and utilization of facilities resources, budgets, equipment, and personnel.
- Develop performance indicators for facilities operations, maintenance, assets, service quality, and cost efficiency.

- Evaluate contractor performance and apply effective service-level and contract management practices.
- Identify operational inefficiencies and develop continuous improvement initiatives.
- Prepare an integrated Facilities Management Strategy & Operations implementation framework.

## Course Outline

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### DAY 01

## Facilities Management Strategy & Operating Models

- Strategic role of facilities management in organizational performance
- Facilities management functions, services, responsibilities, and operating environments
- Developing facilities management strategies aligned with organizational objectives
- Operating models, governance structures, roles, responsibilities, and accountability

### PRACTICAL APPLICATION

Assess an existing facilities management operation and identify strategic, organizational, and operational improvement opportunities

### DAY 02

## Facilities Operations, Maintenance & Service Delivery

- Principles of effective facilities operations and service management
- Building operations, maintenance, utilities, workplace services, and support functions
- Preventive, predictive, corrective, and condition-based maintenance coordination
- Service standards, operating procedures, work management, and service continuity

### PRACTICAL APPLICATION

Develop an integrated operating plan for a selected facility covering core services, maintenance activities, responsibilities, and service requirements

**DAY 03****Resources, Contractors & Operational Cost Management**

- Workforce planning and resource optimization for facilities operations
- Equipment, materials, spare parts, and operational resource management
- Facilities budgeting, cost control, and operational expenditure management
- Contractor performance, service-level agreements, procurement, and contract oversight

**PRACTICAL APPLICATION**

Evaluate a facilities service model and develop resource and contractor improvement priorities

**DAY 04****Performance, Risk & Facilities Service Excellence**

- Facilities performance management and Key Performance Indicators
- Measuring service quality, maintenance effectiveness, asset performance, cost, and user satisfaction
- Facilities risk assessment, compliance, business continuity, and operational resilience
- Performance reporting, management dashboards, reviews, and corrective actions

**PRACTICAL APPLICATION**

Develop a facilities performance dashboard and risk-based improvement plan

**DAY 05****Strategic Implementation & Continuous Improvement**

- Developing an integrated Facilities Management Strategy and operating framework
- Aligning facilities operations with asset management, sustainability, digital transformation, and organizational priorities
- Continuous improvement, change management, and operational maturity development
- Strategic planning, implementation governance, and performance review

## DAY 05 — CONTINUED

**FINAL WORKSHOP**

Develop a complete Facilities Management Strategy & Operations implementation plan covering strategic objectives, operating model, service standards, maintenance, resources, contractors, risks, performance indicators, governance, and improvement priorities

## Register or Request More Information

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Course page: <https://quest-training.com/courses/facilities-management-strategy-operations>

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