

Course No. 1591

Integrated Facilities Management, Operations & Maintenance Training Course

MANAGEMENT, LEADERSHIP & DIGITAL TRANSFORMATION
OIL & GAS

DURATION

5 Days

DELIVERY

Classroom



Course Overview

Facilities such as buildings, utility plants, power and water distribution networks, production facilities, parking areas, and external infrastructure are critical organizational assets that directly influence operational continuity, efficiency, safety, and cost.

Facilities Management has evolved beyond routine operations and maintenance into a strategic business function covering asset management, service delivery, risk management, contracts, performance, and lifecycle costs. As facilities become increasingly complex and expensive, organizations require structured management practices to maximize asset availability, reliability, safety, and value.

This course provides practical approaches to Integrated Facilities Management, covering strategic planning, facility operations, maintenance management, risk-based maintenance, outsourcing, contractor management, performance measurement, and continuous improvement.

Participants will learn how to balance asset performance, service quality, operational risks, and lifecycle costs while developing a Facilities Management function capable of supporting organizational objectives, operational efficiency, and business continuity.

Objectives

- By the end of this course, participants will be able to:
- Understand the principles and practices of Integrated Facilities Management.
- Assess the current state of Facilities Management operations and identify improvement opportunities.
- Develop effective strategic and operational Facilities Management plans.
- Apply best practices in facility operations and maintenance.
- Develop a risk-based preventive maintenance strategy.
- Improve asset availability, reliability, safety, and operational performance.
- Determine which services should be delivered internally or outsourced.
- Select and effectively manage facilities contractors and service providers.
- Apply appropriate contract types and manage the contracting cycle.
- Develop Service Level Agreements and monitor service performance.
- Establish effective Key Performance Indicators for Facilities Management.
- Apply benchmarking and continuous improvement techniques to improve performance and

control costs.

Who Should Attend

This course is designed for Facilities Managers, Facility Managers, Building Managers, Operations Managers, Maintenance Managers, Asset Management Professionals, Facilities Engineers, Operations and Maintenance Engineers, and supervisors responsible for facility operations and maintenance.

It is also suitable for professionals working in Risk Management, Procurement, Contract Management, Administration, Support Services, and organizations responsible for managing outsourced facilities services and contractors.

The course is particularly valuable for managers, supervisors, engineers, specialists, and professionals seeking to strengthen their capabilities in strategic Facilities Management, operational performance, maintenance, risk management, and service delivery.

Learning Outcomes

- Upon successful completion of this course, participants will be able to:
- Assess the effectiveness of existing Facilities Management processes.
- Develop strategic and operational plans for facilities.
- Manage facility operations and support services more effectively.
- Establish structured work planning and control processes.
- Develop risk-based preventive maintenance strategies.
- Identify critical assets and prioritize maintenance activities.
- Improve asset reliability, availability, safety, and lifecycle performance.
- Evaluate outsourcing opportunities and make informed in-house versus outsourcing decisions.
- Manage facilities contracts, contractors, and service providers effectively.
- Develop and monitor Service Level Agreements.
- Establish meaningful Facilities Management Key Performance Indicators.
- Use performance data and benchmarking to identify improvement opportunities.
- Apply continuous improvement practices to Facilities Management operations.
- Align Facilities Management performance with organizational objectives and business continuity requirements.

- Targeted Competencies
- Strategic Facilities Management.
- Operational Facilities Planning.
- Facility and Asset Management.
- Operations and Maintenance Management.
- Risk-Based Maintenance.
- Asset Reliability and Performance.
- Work Planning and Control.
- Outsourcing and Contractor Management.
- Contract and Service Level Management.
- Key Performance Indicators.
- Performance Measurement and Reporting.
- Benchmarking and Continuous Improvement.
- Cost and Resource Optimization.
- Business Continuity Support.

Course Outline

DAY 01

Fundamentals of Integrated Facilities Management

- Understanding Facilities Management and its organizational role.
- Facilities Management as a business within a business.
- The relationship between facilities, assets, services, people, and processes.
- Facilities lifecycle from planning and design to operation and maintenance.
- Aligning Facilities Management with organizational strategy.
- Key responsibilities of modern Facilities Managers.
- Assessing the current state of Facilities Management.
- Identifying operational and management gaps.

PRACTICAL EXERCISE

Facilities Management current-state assessment.

DAY 02

Strategic Planning and Facility Operations

- Strategic and operational Facilities Management planning.
- Developing annual facilities management plans.
- The planning, design, construction, operation, and maintenance cycle.
- Managing daily facility operations and services.
- Work planning, prioritization, and resource allocation.
- Work order management and control systems.
- Managing building systems, utilities, equipment, and support services.
- Improving operational efficiency and resource utilization.
- Reducing operational waste and unnecessary costs.

PRACTICAL EXERCISE

Developing an effective facilities operations plan.

DAY 03

Maintenance, Risk Management and Asset Reliability

- Understanding the relationship between risk, maintenance, and asset performance.
- Principles of risk-based preventive maintenance.
- Identifying critical assets and maintenance priorities.
- Developing an effective maintenance strategy.
- Defining inspection and maintenance tasks.
- Establishing maintenance frequencies and schedules.
- Improving asset availability, reliability, and safety.
- Managing equipment failures and operational disruptions.
- Root cause analysis of recurring failures.
- Optimizing asset lifecycle costs.

PRACTICAL EXERCISE

Developing a risk-based maintenance strategy.

DAY 04

Outsourcing, Contracting and Contractor Management

- Determining what to outsource and what to retain in-house.
- Evaluating the benefits and risks of outsourcing.
- Defining service requirements and performance standards.
- Selecting appropriate facilities service providers.
- Understanding different facilities management contract types.
- Managing the contracting cycle from requirements to performance.
- Developing effective Service Level Agreements.
- Managing contractors and outsourced service providers.
- Monitoring quality, cost, delivery, and compliance.
- Measuring contractor performance.
- Managing outsourcing risks.

PRACTICAL EXERCISE

Developing a contractor and outsourced services management framework.

DAY 05

Performance Measurement, Benchmarking and Continuous Improvement

- Understanding performance management in Facilities Management.
- Developing an integrated facilities performance measurement system.
- Establishing effective Key Performance Indicators.
- Measuring cost, quality, reliability, availability, safety, and service performance.
- Setting performance targets and service standards.
- Developing facilities performance dashboards.
- Preparing effective management reports.
- Using benchmarking to identify performance gaps.
- Analyzing performance results and identifying improvement opportunities.
- Applying continuous improvement methodologies.

DAY 05 — CONTINUED

- Developing a Facilities Management Balanced Scorecard.
- Linking Facilities Management performance to organizational objectives.

PRACTICAL EXERCISE

Developing a Facilities Management performance improvement framework.

Register or Request More Information

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

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