

Role of the Facilities Manager

Day 2

Registration & Technical Chek

1h 30m

UNIT 1: Role of the Facilities Manager

- 📖 What is Facilities Management?
- 📖 Organisational Requirements
- 📖 Stakeholder Requirements

15m

Comfort Break

1h 15m

Unit 2: Managing Facilities

- 📖 Service Delivery Models
 - In-house service delivery
 - Outsourced service delivery
- 📖 Managing Service Delivery
 - In-house management
 - Supplier Relationship Management
 - Compliance
 - Systems

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Unit 3: Procurement of Services

- 📖 The Procurement Process
- 📖 Commercial Models
- 📖 Selecting suppliers
- 📖 Writing service specifications
- 📖 KPIs

15m

Comfort Break

1h 15m

Unit 4: Continuous Improvement

- 📖 Stakeholder Feedback
- 📖 Managing improvement
- 📖 Innovations