

International

Fleming

TRAINING

48
Credit
Hours

Competent Facility Manager

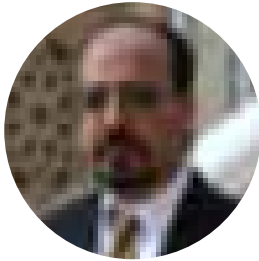
5 Day capacity advancement training
5 - 9 June 2023 | Maputo, Mozambique

NITA Number: NITA/TRN/1236

www.fleming.events

Module Description

To provide the participants with the Facility Management basics, tools, techniques, and working knowledge of facility systems, to help them to enhance and fine-tune their FM skills as well as build and improve the performance of their work teams.



Yasser Zannoun

I'm a Facilities and properties management consultant and trainer with over 23 years of experience, with a particular focus on sustainability, profitability, and climate change.

Voice-Of-FM founder and Managing Director, EuroFM Ambassador,

EGYFMA Founder and Secretary-General, AfricaFM Founder, Competency-Based Education Advisor, Facility Management Trainer, and Facility Management Consultant.

Over the last few years, I've specialized in the management of high-end residential and commercial properties for more than 500 clients in Egypt and Qatar, with more than 100,000,000 USD in services revenue.

My job is mostly about people, technology, process, and place, which comes naturally to me. I've always been a big people person who loves making new friends. As a Facilities and Properties Manager, this skill proves invaluable, enabling me to develop broad networks of contacts and maximize client satisfaction.

In the future, I intend to continue doing what I do best: managing properties and helping clients get the most out of their investments.

Areas of expertise: Properties Management, Facilities Management, Fund management, investment management, real estate sales, business development, relationship management, portfolio management.

Topics/Sessions

- ✓ Recognize the importance of Facility Management to the organizations
- ✓ Facility Description (Asset List and technical manuals)
- ✓ Prepare Facility Condition Report
- ✓ Prepare a Preventive Maintenance action plan.
- ✓ Prepare standard operation procedures (SOP) for maintenance activities.
- ✓ Facility Management Services
- ✓ Procurement and tendering
- ✓ Supplier management
- ✓ Finance Management
- ✓ Leadership and strategy
- ✓ Project management
- ✓ Sustainability
- ✓ Communication
- ✓ Occupancy and human factors
- ✓ Work Progress and Quality Management
- ✓ Risk Management

Targeted Audience Profile

As one of Voice of FM Courses in Facility Management, the Competent Facility manager course is a Competent-based course that will help to accelerate Facility

Management transition into the profession and demonstrate a proven comprehension of the foundations of facility management.

It is ideal for:

- ✓ Individuals who are transitioning into the FM profession.
- ✓ Entry level and junior facility management (engineers, architects, developers, facility owners and operators who wish to gain essential knowledge of the Facility Management profession).
- ✓ Facility management practitioners looking to increase their depth of knowledge in the foundational FM topics.
- ✓ Related-industry practitioners such as architects, designers, Quality officers, and safety engineers.
- ✓ Facility-related product and service providers.

Module Outcomes

1 **Introduction to Facility Management System as per ISO41001:2018**

1. Define the meaning of “Facility”
2. Explain the different types of facilities
3. Define the meaning of “Facility Management” as per ISO 41001:2018
4. Indicate the relationship between Assets Engineers and Facilities Managers
5. Explain the scope of Facility management.
6. Explain the modes of Facility management.
7. Discuss the scope of the facility manager’s duties and responsibilities

2 **Facility Description (Asset List and technical manuals)**

Carry out a site inspection and use layouts and system manuals to prepare the necessary reports:

1. Facility descriptions.
2. Photo album.
3. Asset List

3 **Prepare Facility Condition Report**

1. Define the meaning of Assets.
2. Explain the different types of Assets.
3. Assess the asset condition
4. Prepare an asset register Report.
5. Prepare an action plan to improve asset condition.

4 **Prepare a Preventive Maintenance action plan.**

1. Define the meaning of “Maintenance”.
2. Explain the difference between planned maintenance and unplanned maintenance
3. Assess the structure and systems condition
4. Choose the maintenance type and sequence for every single asset, system, and/or building structure.
5. Prepare a Preventive maintenance action plan.

5 **Prepare standard operation procedures (SOP) for maintenance activities.**

1. Define the meaning of “standard operation procedures (SOP)”.
2. Prepare a list of Staff, machines, consumables, and spare parts needed for the Preventive maintenance plan.
3. Assess the Maintenance resources
4. Develop the SOP for all facility assets

6 **Facility Management Services**

1. Deliver Facility Services to a plan based on organizational need, either using an in-house workforce or service contractors.
2. Services Plan (hard Services and Soft Services)
3. Corrective works plan and preparedness
4. Facility inspection system
5. Maintaining record systems

7 **Procurement and tendering**

1. Manage prequalification procedures (Selection criteria, Tender lists, Specifications, Service level agreements, Pricing documentation, Tender negotiation).
2. Implementing prequalification procedures using selection criteria to draw up tender lists
3. Taking a lead role in the award of contracts and providing reasoned advice on the decisions reached.

8 **Supplier management**

1. Manage facilities management service providers including (Service Contracts, Service level agreements, Key performance indicators, and Performance monitoring)
2. Involvement in a range of the activities listed (Performance review meetings, Auditing of suppliers, Ordering variations to the service, and Payment of suppliers).
3. using user/customer feedback to provide effective supplier management, ensuring that performance matches the needs of the organization.
4. Preparing management reports providing recommendations in relation to supplier management.

9 **Finance Management**

1. Prepare operational budgeting
2. Prepare capital budgeting
3. Prepare required financial reports

10 **Leadership and strategy**

1. Prepare strategic facility plans and/or facility master plans.
2. Prepare Tactical plans
3. Align Facility’s Strategic Requirements to Entire Organization’s Requirements
4. Manage FM team (Build FM organization chart, job description)
5. Promote, Encourage and Adhere to a Code of Conduct

11 **Project management**

1. Manage renovation plans
2. Manage capital projects
3. Manage major maintenance plans

12 **Sustainability**

1. Manage Sustainability projects

13 **Communication**

1. Creating a communications strategy with the goal to influence the opinions, actions, and decisions of the intended audience (stakeholders).
2. Select the appropriate delivery method and send messages such that they are received by/ available to the intended audience within the appropriate timeframe to be acted upon as applicable.

14 **Occupancy and human factors**

1. Carrying out inspections, and preparing the necessary health and safety management report.
2. Manage an action plan to minimize the losses due to FM services.

15 **Work Progress and Quality Management**

1. Carrying out inspections of works being completed on-site, and preparing the necessary reports showing progress and quality issues that have arisen.
2. Recording for in-house and external purposes reports on the quality of works on site, including any works rejected, and the reasons for doing so.

16 **Risk Management**

1. Prepare a Risk Assessment report
2. Manage action plan to minimize potential loss, damage or injury to people, buildings, grounds, technology and building systems, and so forth.
3. Emergency Action plan.

*Do you need a different topic,
venue or date?*

*Create your own
custom-made training.*

In-House Training

- ✔ Specific industries face specific problems. They require niche information and solutions. **In-House Training** is precisely tailor-made to your needs.
- ✔ Taking place in the privacy of your company, including real-life case studies and best practices, the course is led by an independent industry expert.
- ✔ We find a trainer, draft topics, and then find the premises and dates which match your needs.
- ✔ Provide your employees a unique learning experience without having to leave the office.

*"Knowledge is important,
but implementation is crucial."*



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5 - 9 June 2023 | Maputo, Mozambique

Sales Contract

Code: NRBD103

NITA Number: NITA/TRN/1236

PLEASE COMPLETE THIS FORM AND SEND IT BACK TO:

PHONE: +254 715 003 269

E-MAIL TO: killian.mabena@fleming.events

Client Identification Details

(Please complete form IN CAPITAL LETTERS for each client)

Ms Mrs Mr

Name: _____

Job Title: _____

Email: _____

Ms Mrs Mr

Name: _____

Job Title: _____

Email: _____

Ms Mrs Mr

Name: _____

Job Title: _____

Email: _____

Company/Organisation Details

Name: _____

Contact person: _____

Email: _____

Address: _____

City: _____

Country: _____

Phone: _____

Website: _____

Payment Method

Please debit my

Visa Eurocard/Mastercard Amex Diners club

Card Billing Address: _____

Street: _____

City: _____ Post/Zip Code _____

Card Holder's Name: _____

Card Holder's Signature: _____

Card Number: _____

Visa CVC Number or Eurocard/Mastercard CVV Number or Amex DBC

3 or 4 digit code on the back or front of the card

Valid from / Expiry Date /

I agree to Fleming Trainings, s.r.o. debiting my card.

Authorization and Acceptance of Sales Contract & Terms & Conditions

I hereby declare I am authorised to sign this contract and terms & conditions in the name of the company/organisation:

Name: _____

Date: _____

Signature: _____

Booking is invalid without a signature

Agreed Price of the Service

1 Delegate **USD 1,499**
+ 16% VAT where applicable
per delegate

USD 38 administration charge will be applied

Payment is required within 7 working days

In the name of Fleming Trainings hereby declare Fleming will adhere to this sales contract & terms & conditions

Terms and Conditions:

- PAYMENT TERMS.** Fleming Trainings, s.r.o. (hereinafter as "FT") requires the full payment of the invoiced amount within 7 working days from the issue date of the invoice. FT reserves the right to refuse entry to any client who does not pay the invoice in full and on time. If the payment is not received on FT's account on the seventh day from the date of the issue of the invoice, FT is entitled to charge the Client an overdue interest of 5% p.a. for every day, for which the Client's payment is overdue. The registration fee includes: conference documentation, admission to all conference sessions, lunches and refreshments, admission to networking social breaks during the event. The registration fee does not include: travel, hotel accommodation, transfers or insurance.
- HOTEL ACCOMMODATION.** Overnight accommodation is not included in the registration fee. A reduced rate may be available for FT's clients at the hotel hosting the event. The reservation form will be sent to the client after the venue has been confirmed, but no later than one month before the event begins.
- CANCELLATION BY CLIENT.** The client has the right to cancel his/her participation in the event. Cancellation must be received by FT in writing, either by mail, email or fax. If the client cancels with more than one month's advance notice before the start of the event, FT shall be entitled to retain and charge 50% of the total invoiced amount. If the client cancels with one month's (or less) advance notice, or fails to attend the event, then the client shall not be entitled to any refund nor any discount. Client's failure to attend the event does not cancel, decrease or in any matter waives the client's obligation to fully pay the fee invoiced to the client by FT.
- CANCELLATION BY FT.** While every reasonable effort is made to adhere to the advertised program, circumstances out of the control of FT can arise, which may cause changes in the program, including but not limited to changes in the content, date(s), location or venue, or special features of the planned event. Such circumstances include but are not limited to acts of terrorism, war, extreme weather conditions, compliance with government requests, orders and legal requirements, failure of third party suppliers to timely deliver, and failure to register the minimum targeted amount of attendees for a given event. FT reserves the right to change the content, date(s), location or venue and/or special features of an event, to merge the event with another event, or to postpone it or cancel it entirely as appropriate under the circumstances. Client agrees that FT shall not be liable for any cost, damage or expense which may be incurred by client as a consequence of the event being changed, merged with another event, postponed or cancelled and client agrees to hold FT harmless and to indemnify FT for any liability caused by any such changes, mergers, postponements or cancellations to the Client.
- CANCELLATION OF THE EVENT.** In case FT cancels the event, FT may offer the client a full credit up to the amount actually paid by the client to FT. This credit shall be valid for up to one year from the issue date of the invoice to attend any of FT's events. The client shall not be entitled to this credit as a contractual right.
- CLIENTS IDENTIFICATION INFORMATION.** By signing of this sales contract and these terms and conditions the client gives full right to FT to share the client's identification information such as, but not limited to, client's name, address, email addresses, phone numbers and names of representatives with third parties, which participated on the same event as the client.
- GOVERNING LAW.** This contract shall be governed and construed in accordance with the laws of the Slovak Republic (not including its conflict of laws provisions). Any disputes arising out of this contract shall be brought before the courts of the Slovak Republic situated in the city of Bratislava in the Slovak Republic.
- INDEMNIFICATION.** To the fullest extent permitted by the law, you agree to protect, indemnify, defend and hold harmless FT, its owners, managers, partners, subsidiaries, affiliates, officers, directors, employees and agents, from and against any and all claims, losses or damages to persons or property, governmental charges or fines, penalties, and costs (including reasonable attorney's fees) (collectively "the Claims"), in any way arising out of or relating to the event that is the subject of this contract, and regardless of negligence, included but not limited to, Claims arising out of the negligence, gross negligence or intentional misconduct of FT employees, agents, contractors, and attendees; provided, however, that nothing in this indemnification shall require you to indemnify FT indemnified parties for that portion of any Claim arising out of the sole negligence, gross negligence or intentional misconduct of the FT parties.
- OTHER CURRENCIES.** In case that client requests payment in other than FT's official currency (EUR), FT reserves the right to apply 8% currency risk surcharge to the actual exchange rate.
- OTHER CONDITIONS.** Any terms or conditions contained in the client's acceptance which contradict or are different from the terms and conditions of this registration document shall not become part of the contract unless individually negotiated with FT and expressly accepted by FT.