

OPERATIONS EXCELLENCE AND QUALITY WITHIN FACILITIES MANAGEMENT

FAM003

COURSE OVERVIEW

This comprehensive course is designed to equip professionals in the field of Facilities Management with the essential knowledge and skills to achieve operational excellence and maintain high-quality standards. Participants will delve into the intricacies of managing facilities effectively, optimizing operations, and ensuring quality within the context of modern business environments. Through a combination of theoretical insights, practical case studies, and interactive sessions, this course provides a holistic understanding of the principles and practices that contribute to Operations Excellence and Quality in Facilities Management.

COURSE OBJECTIVES

By the end of the course, participants will be able to:

- Explore the core principles, concepts, and functions of Facilities Management.
- Gain insights into the evolving role of Facilities Management in organizational success.
- Learn strategies for optimizing facilities operations to enhance efficiency and cost-effectiveness.
- Implement best practices in resource allocation, space management, and maintenance planning.
- Understand the principles of quality management and their application in Facilities Management.
- Implement quality assurance measures to enhance service delivery and stakeholder satisfaction.
- Explore technological solutions and innovations that contribute to operational excellence.
- Learn to leverage data analytics, IoT, and automation for efficient facilities management.
- Identify potential risks in Facilities Management and develop strategies for mitigation.
- Understand regulatory compliance requirements and ensure adherence to industry standards.
- Develop leadership skills for effective team management within the Facilities Management context.
- Foster a culture of continuous improvement and employee engagement.

WHO SHOULD ATTEND

- Facilities Managers and Supervisors
- Operations Managers

- Property Managers
- Maintenance and Engineering Staff
- Corporate Real Estate Professionals
- Anyone involved in the planning and execution of facilities-related activities.

COURSE DURATION

5 Working Days

COURSE OUTLINES

1. Introduction to Facilities Management

- Definition and Scope of Facilities Management
- Evolution of Facilities Management
- Role and Importance in Organizational Success

2. Operational Excellence in Facilities Management

- Operational Efficiency and Cost Optimization
- Resource Allocation and Space Management
- Maintenance Planning and Preventive Measures

3. Quality Management Principles

- Introduction to Quality Management
- Application of Quality Principles in Facilities Management
- Metrics and Key Performance Indicators (KPIs)

4. Technology Integration for Operations Improvement

- Technology Trends in Facilities Management
- Data Analytics and Decision Support Systems
- Automation and IoT in Facilities Management

5. Risk Management and Compliance

- Identifying and Mitigating Risks in Facilities Management
- Regulatory Compliance and Standards
- Emergency Preparedness and Business Continuity

6. Leadership and Team Development

- Leadership Styles in Facilities Management
- Team Building and Employee Engagement
- Continuous Improvement and Learning Culture