BLACKBIRD FOR TRAINING

# The Advanced Strategies in Facility Management

11 – 15 January 2027
Amsterdam (Netherlands)



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## Introduction

Facility Management FM is a crucial discipline that ensures the functionality, comfort, safety, and efficiency of the built environment by integrating people, place, process, and technology. FM is often divided into two categories: 'Hard' and 'Soft' services, which typically require coordination with various third-party providers. The role of a facility manager is vital in making sure that facilities are operated efficiently, economically, and sustainably. This course explores the various aspects of FM, offering advanced strategies to maximize value and optimize performance, ensuring that FM professionals are equipped to handle the challenges that arise in this complex field.

## Course Objectives

- Define the foundations of Facility Management and understand Facility Management Strategies.
- Adopt best practices in facilities management to ensure the effective management of both hard and soft services.
- Understand the role of project management and maintenance management in Facility Management.
- Recognize and apply sustainability principles within Facility Management practices.
- Outsource key Facility Management operations to third-party organizations efficiently and strategically.

## Course Outlines

### Day 1: The Foundations of Facility Management

- Key Concepts: Gain a deep understanding of the Facility Management meaning and its importance in various industries.
- Core Competencies: Learn the essential skills required to be an effective Facility Management professional.
- Roles and Responsibilities: A comprehensive overview of the facility manager job responsibilities and how they influence an organization's efficiency.
- Facility Planning: Identify the key issues in facility management strategy, including space utilization, stakeholder management, and risk management.



## Day 2: Facility Management Strategy

- Business Context and Drivers: Understand the external and internal factors that influence facility management category strategy.
- Strategy Formulation, Analysis, Development, and Implementation: Develop actionable strategies to improve the overall performance of facilities.
- FM Strategy Checklist: A checklist to guide the formulation and execution of facilities management strategy.
- Managing the Workplace: Focus on people management, improving productivity, and ensuring health, safety, and security within facilities. The implementation of 5S principles for workplace efficiency will also be explored.

## Day 3: Outsourcing Facility Management

- The Outsourcing Decision: Explore the benefits of facility management through outsourcing, ensuring a well-rounded approach to facility operations.
- FM and Procurement: Understand the procurement process in outsourcing, and how to evaluate and select third-party providers.
- The Outsourcing Process: Learn how to develop contracts and specify services to align with facility management best practices.

## Day 4: Service Delivery and Performance Management

- Continuity of Service: Explore the critical importance of service continuity in FM operations and the techniques to ensure its maintenance.
- End-User Requirements: Focus on the user experience and ensuring facilities meet the needs of employees, customers, and stakeholders.
- Managing Service Providers: Understand how to effectively manage service providers and performance metrics such as SLAs and KPIs.
- Dealing with Poor Performance: Learn strategies to handle performance issues and keep service levels up to standard.
- Project and Maintenance Management in Facility Management: Discover the integral role of project management phases, maintenance management essentials, and continuous improvement in global facilities management.

## Day 5: Sustainability in Facility Management

- The Sustainability Agenda: Explore how sustainability impacts facility management and discover green strategies for the future of FM.
- Environmental Considerations: Learn about the environmental implications of facility management and how to implement eco-friendly practices.
- Corporate Social Responsibility CSR: Understand how FM aligns with CSR goals and how international facility management can contribute to global sustainability.
- Innovation in FM: Learn how to innovate within the industry, adopting new technologies and strategies to keep up with the evolving landscape of facility management.



## Why Attend This Course: Wins & Losses!

- By attending this facility management course, you will understand the strategic role of facility management leadership and how it shapes the success of an organization’s infrastructure.
- Learn to implement facility management best practices, improving operational efficiency and reducing costs across all facilities.
- This course offers a comprehensive understanding of facility management strategy, providing you with the tools to evaluate and improve your organization's performance.
- Discover the benefits of facility management, including enhanced productivity, better resource management, and a safer, more comfortable working environment.
- If you're looking to expand your role as a facility manager or elevate your current position, this facility management training will provide you with advanced insights into global facility management practices and international facility management standards.
- The course focuses on practical strategies for managing both hard and soft services in the built environment, empowering you to make informed decisions that maximize the value delivered to your organization.

## Conclusion

The field of Facility Management is integral to the smooth operation of any organization. By gaining a deep understanding of facility management strategy and implementing advanced techniques, you can ensure that facilities are managed efficiently, cost-effectively, and sustainably. This course provides you with comprehensive knowledge of facilities management and prepares you to take on the challenges of modern facility operations. Whether you're aiming to become a facility management professional or a seasoned manager seeking to enhance your leadership capabilities, this course is an essential investment in your career.

**Don’t miss the opportunity to learn from experts in global facilities management and unlock the full potential of your facility operations. Sign up today and take the next step toward becoming a leader in facility management!**

