

Facility Management (Operation & Maintenance)

Hospital Management
Berlin (Germany)
07 - 11 Apr 2025

UK Traininig

PARTNER



Facility Management (Operation & Maintenance)

Ref: 32107_134191 **Date:** 07 - 11 Apr 2025 **Location:** Berlin (Germany) **Fees:** 4200 Euro

Introduction

Hundreds of organizations around the world reach an internationally recognized level of quality and safety.

Facility management is a field that encompasses multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology. Facility management involves a range of third-party providers that must be carefully managed especially in hospitals & medical sectors.

Course Objective of Facility Management Operation & Maintenance

- Define the foundations of Facility Management and understand Facility Management strategies
- Understand service delivery and performance management
- Adopt best practice in managing the Facility Management function for hospitals
- Outline the considerations in Facility Planning
- Adopt best practice in managing the Facility Management function

Course Outlines of Facility Management Operation & Maintenance

Day 1

The Foundations of Facility Management in hospitals

- Key concepts
- Core competencies
- Roles and responsibilities

Day 2

Facility Planning & Safety

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it, set against a background of concentric circles.

UK Training
PARTNER

- Key issues
- Utilizing space
- Stakeholder management
- Risks vs. safety

Day 3

Facility Management Strategies in hospitals

- The business context and drivers
- Strategy formulation, analysis, development and implementation
- FM Strategy checklist

Day 4

Managing the workplace

- People management
- Productivity
- Health, safety and security
- 5S

Day 5

Service Delivery and Performance Management in hospitals

- Continuity of service
- Managing service providers
- Managing performance
- SLA's / KPI's
- Dealing with poor performance

Understand the role of Project and Maintenance Management in Facility Management

- Project Management phases and skills
- Maintenance management essentials
- Continuous improvement in FM

Blackbird training cities

Accra1 (Ghana)

Amman (Jordan)

Amsterdam (Netherlands)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston,Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Traininig
PARTNER



Blackbird Training Category



Human Resources



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



Blackbird training Clients



UK Training
PARTNER



BLACKBIRD
FOR TRAINING

LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335