

Facility Management (Operation & Maintenance)

Hospital Management
Toronto (Canada)
10 - 14 Mar 2025

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Facility Management (Operation & Maintenance)

Ref: 32107_138605 **Date:** 10 - 14 Mar 2025 **Location:** Toronto (Canada) **Fees:** 4700 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 queen, a rook, and a pawn) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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- 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

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