

# Facility Management (Operation & Maintenance)

Hospital Management  
Dubai (UAE)  
06 - 10 Apr 2025

UK Training

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## Facility Management (Operation & Maintenance)

**Ref:** 32107\_138608 **Date:** 06 - 10 Apr 2025 **Location:** Dubai (UAE) **Fees:** 3900 **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 knight) 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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[training@blackbird-training.com](mailto:training@blackbird-training.com)



+44 7480 775526 / +44 7401 177335