BLACKBIRD FOR TRAINING

Facility Management: Operations & Maintenance Excellence

29 March – 2 April 2027
Kigali (Rwanda)



Facility Management: Operations & Maintenance Excellence

Ref: 32107_156567 **Date:** 29 March – 2 April 2027 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

Why This Course

Modern facilities are more complex than ever, requiring managers to balance operational performance, energy efficiency, sustainability demands, evolving technologies, and strict safety regulations. To excel, facility managers must possess advanced skills in operations, maintenance, planning, and strategic decision-making.

The Advanced Facility Operations & Maintenance Management Program is an intensive 1-week course designed to strengthen participants' capabilities in managing building systems, optimizing maintenance operations, integrating smart technologies, and driving sustainable performance. Through practical exercises, real-world case studies, and industry best practices, participants will be equipped to deliver efficient, resilient, and future-ready facilities.

What You'll Learn and Practice

By the end of this program, participants will be able to:

- Develop and implement effective operations and maintenance strategies
- Optimize building systems for energy efficiency and sustainability
- Integrate modern technologies—including BAS, IoT, and CMMS—into facility operations
- Solve operational challenges using structured problem-solving techniques
- Apply best practices in preventive and predictive maintenance for long-term reliability

The Program Flow

Day 1 - Foundations of Facility Operations

- Core principles of facility management and operational excellence
- Overview of building systems: HVAC, electrical, plumbing, fire safety, and structural elements
- Regulatory compliance, safety standards, and inspection requirements
- Facility performance indicators, KPIs, and benchmarking

Day 2 - Maintenance Strategies & Best Practices

- Preventive, predictive, and reliability-centered maintenance techniques
- Asset lifecycle management and replacement planning
- Work order systems, scheduling, and maintenance workflows
- Maintenance budgeting, cost control, and resource optimization



Day 3 - Sustainability & Energy Management

- Green building standards, certifications LEED, BREEAM, and sustainable operations
- Conducting energy audits and implementing conservation initiatives
- Waste reduction, recycling programs, and sustainable materials management
- Water efficiency strategies and sustainable facility practices

Day 4 - Technology Integration in Facility Management

- Building Automation Systems BAS: functions, components, and optimization
- Internet of Things IoT and smart building technologies
- Using CMMS and facility management software for streamlined operations
- Data analytics and dashboards for data-driven decision-making

Day 5 - Advanced Topics & Practical Applications

- Risk management, emergency preparedness, and business continuity
- Vendor management, procurement, and contract administration
- Change management and stakeholder communication in facility transitions
- Case studies, scenario-based workshops, and real-world problem solving

Practical Wins for Participants

Participants will finish the program ready to:

- Develop a tailored preventive and predictive maintenance plan
- Create an actionable energy reduction strategy with measurable targets
- Implement a technology integration roadmap to modernize facility operations
- Design a performance dashboard to monitor facility health and efficiency

Organizational Impact

Organizations benefit through:

- Reduced operational costs and improved system reliability
- Stronger sustainability performance and energy savings
- Enhanced operational transparency and data-driven management
- Improved maintenance planning, compliance, and risk readiness

Training Methodology

This program integrates:



- Real-world facility case studies and technical demonstrations
- Hands-on exercises using maintenance and energy tools
- Interactive group work and expert-led discussions
- Practical templates, checklists, and implementation frameworks

Beyond the Course

Participants return ready to:

- Lead facility operations with strategic insight and technical confidence
- Drive improvements in performance, sustainability, and cost efficiency
- Implement modern technologies for smarter, more resilient facilities
- Promote a proactive maintenance culture across their organization

