Facility Management Excellence

31 January – 4 February 2027
Amman (Jordan)



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Why This Course

Modern organizations recognize that facility management is not just about maintaining buildings — it's about creating efficient, safe, and sustainable environments that drive business performance.

As workplaces evolve and sustainability becomes central to corporate strategy, facility managers must combine technical expertise with leadership, innovation, and strategic thinking.

The Facility Management Excellence program provides participants with a comprehensive understanding of the strategic, operational, and technological dimensions of facility management.

It bridges infrastructure optimization, risk management, sustainability, and people-centric design — enabling professionals to deliver excellence in performance, safety, and cost efficiency.

Through real-world case studies, practical tools, and interactive sessions, participants will learn to lead facility operations that support organizational goals and enhance workplace experience.

What You'll Learn and Practice

By joining this program, you will:

- Understand the core principles and strategic importance of facility management.
- Master the integration of operations, maintenance, and workplace management.
- Learn to develop and implement facility performance and sustainability strategies.
- Apply risk management and safety frameworks for reliable operations.
- Explore digital transformation, automation, and smart building technologies.
- Gain insights into budgeting, vendor management, and contract optimization.
- Build leadership and communication skills for managing diverse teams and stakeholders.

The Program Flow

Day 1: Foundations of Facility Management

- The evolving role of facility management in organizational strategy.
- Scope, functions, and international standards in FM ISO 41001.
- Core components: maintenance, operations, safety, and services integration.
- Aligning facility objectives with corporate mission and values.
- Case study: Strategic transformation of a global facility management system.



Day 2: Operational Excellence and Maintenance Optimization

- Facility operations planning and performance measurement.
- Preventive, predictive, and reliability-centered maintenance.
- Energy management and resource efficiency strategies.
- Service-level agreements SLAs and performance-based contracting.
- Workshop: Designing a facility maintenance optimization plan.

Day 3: Risk, Safety, and Business Continuity

- Risk assessment and emergency preparedness in facility operations.
- Health, safety, and environmental HSE management systems.
- Crisis management, fire safety, and disaster recovery frameworks.
- Business continuity planning for mission-critical facilities.
- Simulation: Developing a facility risk and safety response plan.

Day 4: Technology, Innovation, and Sustainability

- Smart building systems, IoT, and digital twin technologies.
- Data-driven facility management: analytics and automation.
- Sustainable facility design — LEED, WELL, and green building certifications.
- Waste management and energy efficiency initiatives.
- Group project: Designing a sustainability roadmap for a facility network.

Day 5: Leadership, Strategy, and Future Readiness

- Strategic planning and performance leadership in FM.
- Budgeting, financial control, and cost optimization.
- Vendor, stakeholder, and customer relationship management.
- The future of work — hybrid workplaces and adaptive facility design.
- Final workshop: Building a roadmap for facility management excellence.

Individual Impact

- Gain a holistic understanding of facility management as a strategic business function.
- Strengthen leadership, analytical, and operational management skills.
- Build confidence in applying technology and sustainability principles in FM.
- Learn to optimize performance, cost, and resource utilization.
- Enhance professional credibility in global facility management and operations excellence.



Work Impact

- Improve facility efficiency, reliability, and occupant satisfaction.
- Reduce operational costs through data-driven and preventive management.
- Strengthen safety, compliance, and sustainability standards.
- Foster innovation and continuous improvement in facility operations.
- Align facility performance with organizational strategy and stakeholder expectations.

Training Methodology

This program integrates interactive lectures, case analysis, and simulation-based learning to ensure both conceptual understanding and hands-on skill development.

Learning methods include:

- Industry-specific case studies and benchmarking exercises.
- Group simulations on facility operations and crisis response.
- Hands-on workshops for planning, budgeting, and sustainability integration.
- Practical toolkits and templates for post-course application.
- Peer discussions and leadership coaching for applied learning.

Beyond the Course

Upon completion, participants will be equipped to lead facility management operations that are efficient, safe, sustainable, and strategically aligned with business objectives.

Graduates of this program will emerge as facility management leaders — capable of turning operational complexity into organizational excellence through innovation, foresight, and disciplined execution.

