

Facility Management



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Facility Management is an interdisciplinary concept, which provides integrated management approach to all technical, infrastructural and commercial tasks within the secondary processes of a company, with the aim of improving the productivity of the core business.

WIFI course "Facility Management" was developed as a training program for practicing managers, their deputies or employees who want to have a look at the overall development of the company.

Target Group:

- Managers and middle management level employees of businesses that belong to subsectors of the Facility Management, personnel of sectors offering FM-services (Maintenance of Buildings, Energy Management, Cleaning, Catering, etc.)
- People who practice tactical and operational management in real estate (facility and property management) or in the field of production and aim to improve their professional management and technical skills in terms of organization and economy.
- Young professionals who will soon assume management of buildings and facilities.
- Professional consultants in the areas of real estate, property management and facility management.
- Employees who are currently in assistant positions to the management of buildings and/or real estate portfolios and want to improve their further qualification.
- Managers of investment companies, members of management teams in the property sector, who are responsible for planning, development and positioning

of real estate projects (asset managers and experts)

- Government employees

Participants are mostly employees in companies and organizations in the following areas:

- Asset Management
- Facility Management
- Property Management
- Building Management
- Support
- Inhouse and outsourced Services
- Residential Property Management
- Technical services
- General management
- Building planning
- Office services
- Cleaning
- Catering
- Construction and investment
- Project management
- Communication
- Consultancy companies

Training goals:

After completing all modules of the program WIFI Facility Management training participants gain FM professional skills and are able to lead a Facility Management department of a large or medium organization/company. The basic objective of the training is to increase professionalism in the management of properties and/or property portfolios, facilities and processes. In terms of this the certification program aims to put a comprehensive and professional view in the training directed to the performance of the versatile tasks and functions in facility management. The training provides practice-oriented qualification which binds specific European standards definitions with the necessary management and communication skills for this field. Graduates of this course will be placed in a position to identify operational and strategic issues of the management and systematically to solve them by using their knowledge, but also sub-

stantially to contribute a successful positioning of their organization in a competitive market environment.

Content

Facility Management Fundamentals

Development in historical perspective / Definition of Facility Management / Main and supporting processes / Facility management according to European standards: EN 15221 T1 to EN 15221 T7/ Three pillars of the facility management / Total lifecycle / Benefits of facility management

Outsourcing in FM

Fundamentals of outsourcing/ Outsourcing process/ Opportunities and threats of outsourcing / Outsourcing contracts - model and structure / European standard (EN 15221-2) of outsourcing contracts.

Office space management

Principles of office space management / How does the perfect office landscape look like? / Office space utilization best practices

Maintenance

Definition of maintenance according to European standards / Structure of maintenance / Maintenance strategies / Maintenance costs control

Service Management

Scope of services / Classification and structure/ FM Service Quality Management

Corporate real estate management (CREM), Asset Management (AM), Property Management (PM) and Facility management (FM)

Definition CREM / Relation between CREM and FM / The role of CREM, AM, PM and FM in theory and practice / Cost and asset dimension of corporate real estate / Im-

portance of AM, PM and FM

Performance management. Key Performance Indicators (KPIs)

Facility management KPI / Space and area measurement (CEN 15221-6)/ European standards for KPIs / Metrics

Benchmarking

Principles of benchmarking / Benchmarking with another company / Benchmarks within the comparison of periods/ European FM service standards and benchmarks (CEN 15221-7)

Computerized integrated facility management (CAIFM)

Principles of CAIFM / Relationship between FM and CAIFM / Building Information Modeling (BIM) / Facility Management Software Applications

Practically-oriented facility management. FM best practices

Space management / Maintenance management / Energy Management / Winter Services / Facility management trends

"With the WIFI FM Training YOUR needs are priority. Furthermore, you receive a number of facility management tools that can be immediately utilized and which will help YOU recognize the potential for improvement in your company."

Trainer



Deyan Kavrov FRICS, CIPS is one of the leading professionals and experts with 20 years of experience in the field of asset, property and facility management. He has held senior management positions in local and international real estate companies like ADIS, Equest, and Bluehouse. Currently, as CEO of TCM advisory company he provides consulting, training and coaching services to private and public sectors. He is Fellow of the Royal Institution of Chartered Surveyors, RICS, UK; Certified International Property Specialist, CIPS, Certified Trainer in Facility Management, WIFI, Austria and holder of many other professional accreditations and titles.