



an eegis company

بروجاكس للتدريب والتطوير
Projacs Training and Development

Managing Contractors & Consultants' Performance Assessment in O&M and Facility Contracts

الإشراف على أعمال المقاولين والاستشاريين وتقييم الأداء في عقود التشغيل
والصيانة للمرافق

22 – 26 July 2019

Istanbul

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



Introduction

Facility management (or facilities management or FM) is a professional management discipline focused upon the efficient and effective delivery of support services for the organizations that it serves. The ISO defines FM as the "organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business."

Managing the contractors and consultant is a major part in managing the facility from all aspects in industry.

Objectives

This intensive 5-day course has been designed to benefit engineers and technicians who are involved in the operation and maintenance of any facility. It covers all the fundamentals of Maintenance as well as the advanced techniques for optimizing the facility management performance. The course also focuses on the main tools to enhance the lack of knowledge to properly execute the maintenance and operation contracts of these facilities. Smooth operation and maintenance services would ensure that the facilities are operated and maintained to maximize their usage economically and for pleasant use by occupants.

The program is designed in the form of a series of lectures and case studies to provide an understanding of the concept of operations and maintenance and the efficient management of related contracts in order to increase the facility maintenance and replacement life cycle.

Who Should Attend?

Maintenance planners, engineers and qualified technicians. It is also for the facility responsible persons.

Course Outline

Day One

FACILITIES ASSESSMENT

- Criteria and Checklists
- Benchmarks
- Contract Types

FACILITIES MANAGEMENT CONCEPTS

- Facilities Planning
- Facilities Organization Issues

Alternative Maintenance Concepts

Types of Maintenance

- Maintenance philosophy
- Reactive maintenance
- Time based maintenance
- Condition based maintenance
- Proactive maintenance

Day Two

Maintenance control systems/procedures

Work request/work order system

Typical files for maintenance control

- Work Request/Order Backlog File
- Scheduling Backlog File
- Awaiting Materials File
- Preventive Maintenance Control File
- Closed Work Request/Order File
- Inventory Control File

MANAGEMENT REPORTS

- Maintenance Backlog Report
- Maintenance Performance Report
- Monthly Status Report

Day Three

Application of maintenance programmers

Maintenance strategies

FACILITIES OPERATIONS

- Challenges
- Performance Indicators
- Evaluation

FACILITIES MANAGEMENT AND THE BUILDING CODE

- Alarm Systems
- Fire Suppression Systems

Day Four

INITIATING MAINTENANCE REQUESTS

- Procedure

PROCESSING BY WORK RECEIPT AND CONTROL

- Unplanned Maintenance
- Planned Maintenance
- Procedure
- PLANNING
- Estimating
- Labor
- management software (e.g.: MS Project, Primavera, Excel)
- Perform maintenance planning and scheduling
- Key Performance Indicators
- Building PM program

Day Five

Inspection & remaining life evaluation of facilities equipment

Applying the predictive approach

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation

- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

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|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **2,950USD**
**VAT is Excluded If Applicable*