



**SCANDINAVIAN ACADEMY**  
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# Course: The Complete Course on Facilities Management

Code	City	Hotel	Start	End	Price	Language - Hours
272	Zagreb (Croatia)	Hotel Meeting	2025-12-08	2025-12-12	4950 €	En - 25

## The Course

Facilities like buildings, utility plants, power & water distribution networks, production plants, parking lots and landscaping become more and more flexible, complex and expensive. That is why Facilities Management is big business nowadays. It is one of the largest budget expenses and therefore one of the major sources of cost savings. However not at all costs, because facilities are a major asset too.

This course shows you how to apply the Best Practices to organize and manage a facilities department as a successful “business within a business”. The goal is to operate and maintain the facilities in an effective and efficient way, in order to integrate function, people and place. The course is about finding the right balance between asset performance (functionality, availability, reliability, safety) and costs, about the right balance between operating and maintaining the facilities in-house or contracting it out.

## The Goals

**Provide best practices, tools and a practical approach for taking facilities management to a higher level:**

- Understand the basic elements of facilities management
- Assess the current state of the delegates’ facilities management process
- Learn what best practices are available and best suitable for implementation in the



delegates' organization

- Recognize the need of a proper operational & maintenance control center
- Understand how to draw up a (preventive) maintenance concept, based on risk
- Develop strategies to decide when and what to contract out
- Understand the different contract types and how to apply them
- To learn how to monitor performance and results
- To understand how a benchmark study can help in improving the process
- To be able to share experience and knowledge with others

## **The Process**

The course will be conducted along workshop principles with formal lectures, case studies, group discussion and interactive practical exercises. There will be many opportunities for discussion and sharing experiences.

## **The Benefits**

- Gives you a proper knowledge of the basic principles of facilities management
- Learn how to apply best practices
- Understand how to operate and maintain your facilities as a "business within a business"
- Learn from the experience of other delegates and the trainer
- Adds personal value and competencies
- Helps you in planning and developing a future career

## **The Results**

- Provide knowledge to understand and implement basis elements and best practices of facilities management
- Allow professionals who are responsible for facilities management to run the facilities management departments as "a business within the business"



- Assess the current state of your facilities management process
- Accomplish an outsourcing strategy which helps you in realizing better results
- Provide instruments to improve the performance of facilities in both short as well as long term
- Develop skills for employees which will raise their capability, skill and morale

## **The Core Competencies**

- Strategic planning
- Assessing the current state
- Risk based maintenance strategy
- Work planning & control
- Outsourcing considerations
- Contract types & contracting cycle
- Monitoring performance and results by using key performance indicators
- Benchmarking

## **The Programme Content**

### **Day One : An Overview of Facilities Management**

- The Facilities Management process
- Facilities Management as "a business within a business"
- Facilities planning
- Facilities realization
- Facilities operations & maintenance
- Individual assessment - the current state of your facilities management process

### **Day Two : The Basic Elements of Facilities Management**

- Strategic & annual planning
- Design, build, maintain cycle



- Operations & Services
- Work planning & control
- Maintenance & repair
- Information management

### **Day Three : Preventive Maintenance & Maintenance Strategy**

- Understanding risk
- Risk Based Maintenance - the methodology
- Seven steps in developing an effective and risk-based maintenance strategy
- Defining maintenance tasks
- Case study
- Typical inspection & maintenance tasks for utilities

### **Day Four : Outsourcing and Contracting**

- What to outsource and what not
- Choosing the right contractor
- How to manage this
- Contract types
- The contracting cycle
- Service level agreements

### **Day Five : Performance Monitoring & Benchmarking**

- Continuous improvement
- Target setting as a starting point
- Monitoring performance: develop and use Key Performance Indicators
- The Facilities Management Balanced Scorecard
- Benchmarking: how to set up a benchmark study
- Wrap-up



**The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

- **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

- **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

- **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

- **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

- **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

- **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

- **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

- **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

- **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

- **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.