



Facility
management

Facility Management Professional (FMP)

Course Description:

- The International Facility Management Association™ FMP Credential Program was designed to meet the challenges of the facility management profession and provide a standardized, consistent and high-quality learning experience. The program includes comprehensive print materials, interactive online study tools and online FMP final assessments. Each course in the instructor-led program is two days and may be taken in any order.

How You Will Benefit :

- Facility management involves integrating people, places, process and technology to ensure functionality of the built environment. IFMA FMP Credential Program will help individuals gain a solid understanding of the facility management profession, develop the knowledge and skills demanded by employers and, ultimately, earn the FMP credential. The program includes comprehensive print materials, interactive online study tools and online FMP final assessments.

Course outline

Day One:

- Operations and Maintenance
- Introduction to Operations and Maintenance
- Operations and Maintenance Overview
- Begin with a Plan Assess Facility Needs

Assess Condition of Building Structure

- Assess Exterior Structures and Elements
- Assess Condition of Building Systems
- Assess Interior Furnishings, Fixtures and Equipment
- Assess Grounds

Manage/Oversee Operations and Maintenance of Building, Systems and Equipment

- Acquire Systems, Materials and Equipment
- Install Systems, Materials and Equipment
- Maintain Systems, Materials and Equipment
- Operate Building Systems and Equipment
- Replace Systems, Materials or Equipment

Course outline

Day Two:

- Manage/Oversee Occupant Services
- Recognize Required Occupant Services
- Develop Usage and Service Level Guidelines
- Prepare and Execute Modifications to Occupant Services

Select the Best Resources

- Develop Maintenance and Occupant Service Specifications
- Select Competent Service Providers (Staff or Contract)
- Negotiate Service Level Agreements
- Monitor Work/Service Performance
- Resolve Contract Disputes

Measure Operations and Maintenance Performance

- Determine Life-Cycle Cost
- Monitor Use and Performance of Facilities
- Monitor Occupant Satisfaction

Course outline

Day Three:

Project Management

- Introduction to Project Management
- Facility Management Projects and Project Management
- The Project Manager
- Project Management Processes and Models

Define Projects

- Define Phase and Project Inputs
- Define Project Purpose
- Perform Programming
- Create Project Charter and Project Objectives Statement

Plan Projects

- Design Deliverables or Space
- Create Project Management Plan
- Plan Team and Resources

Manage and Oversee Projects

- Acquire Team and Resources
- Execute and Control Project

Close Projects

- Accept Deliverables or Occupy Space
- Close Contracts and Project and Evaluate Outcomes

Course outline

Day Four :

Finance and Business

- Finance and Business in the Facility Organization
- The Importance of Being Finance- and Business-Aware
- Financial Terminology
- Fundamental Accounting Concepts

Financial Management of the Facility Organization

- Budgets and Budgeting Basics
- Financial Statements
- Business Cases, Supporting Documentation and Financial Reports

Fundamental Cost Concepts

- Analyzing and Interpreting Financial Documents
- Cost-Containment Strategies
- Chargebacks

Procurement in the Facility Organization

- Procurement Procedures
- Procurement and Facility Management Outsourcing

Contracts in the Facility Organization

- Contract Development, Management and Oversight
- Contract Administration
- Analyzing and Interpreting Financial Contract Elements
- Resolving Vendor Conflicts

Course outline

Day Five:

Leadership and Strategy

- Plan Strategically
- Introduction to Strategic Planning
- Align Facility's Strategic Requirements to Entire Organization's Requirements
- Develop and Implement a Strategic Planning Process
- Develop a Strategic Facility Plan or Facility Master Plan
- Implement Strategy Using Tactical Plans

Lead and Manage the Facility Organization

- Introduction to Leadership and Management
- Theories of Individual Behavior and Leadership
- Lead, Inspire, Influence and Manage the Facility Organization
- Advocate for Facility Management Needs and Priorities
- Organize and Staff the Facility Function
- Develop Effective Teams
- Develop, Implement and Evaluate FM Policies, Procedures and Practices
- Clarify and Communicate Responsibilities and Accountabilities
- Resolve Conflicts

Provide Leadership to the Entire Organization

- Promote, Encourage and Adhere to a Code of Conduct
- Develop and Manage/Oversee Relationships
- Ensure Compliance with Corporate Social Responsibility Policies