

COURSE OVERVIEW TM0991
ISO 41001:2018 Facility Management System

Course Title

ISO 41001:2018 Facility Management System

Course Date/Venue

August 26-30, 2024/TBA Meeting Room, The Tower Plaza Hotel, Dubai, UAE

Course Reference

TM0991

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

Facility management (FM) integrates multiple disciplines in order to have an influence on the efficiency and productivity of economies of societies, communities and organizations, as well as the manner in which individuals interact with the built environment. FM affects the health, well-being and quality of life of much of the world's societies and population through the services it manages and delivers.



This course is designed to provide participants with a detailed and up-to-date overview of facility management system in accordance with ISO 41001. It covers the ISO 41001 facility management standard; the system requirements and context of the organization; the needs and expectations of interested parties; the scope of the facility management (FM) system; the leadership, commitment and policy; the organizational roles, responsibilities and authorities; the actions to address risks and opportunities; the facility management (FM) objectives and planning to achieve them; the resources, competence, awareness and communication; creating and updating information; and controlling documented information.



During this interactive course, participants will learn the facility management (FM) information and data requirements; the organizational knowledge, operational planning and control; coordinating with interested parties and integration of services; monitoring, measurement, analysis and evaluation; the internal audit, management review, nonconformity and corrective action; and the continual improvement and preventive actions.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on facility management system in accordance with ISO 41001
- Discuss the ISO 41001 facility management standard including the system requirements and context of the organization
- Identify the needs and expectations of interested parties as well as the scope of the facility management (FM) system
- Carryout leadership, commitment and policy and describe the organizational roles, responsibilities and authorities
- Apply the actions to address risks and opportunities
- Employ facility management (FM) objectives and planning to achieve them
- Implement resources, competence, awareness and communication as well as create and update information and control documented information
- Recognize facility management (FM) information and data requirements
- Implement organizational knowledge, operational planning and control
- Coordinate with interested parties, integrate services and apply monitoring, measurement, analysis and evaluation
- Carryout internal audit, management review, nonconformity and corrective action, continual improvement and preventive actions

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Howard Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor’s actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.

Who Should Attend


This course provides an overview of all significant aspects and considerations of facility management system in accordance with ISO 41001 for managing/financial directors of outsourcing/FM companies, FM business development/sales managers, FM line managers, procurement specialists and quality/process development personnel.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations


Certificates are accredited by the following international accreditation organizations:-

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, is a **Senior Facility Management, International Expert** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Leadership Skills, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Creative Thinking & Problem-Solving Techniques, Macroeconomics Fundamentals, Emotional Intelligence, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring,**

Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Climate Change Economics, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management, Financial Administration, Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling & Control, Project Management, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management and Project Communications Management. Further, he is also well-versed in **Facilities Management, Facility Planning and Management, Introduction to Facility Planning & Energy Management General Equipment & Facility Maintenance and Operations, Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis.** He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a PhD in Commerce Major in Leadership in Performance & Change, a Master's degree in Human Resource Management, a Bachelor's degree (with Honours) in Industrial Psychology, a National Higher Diploma and a National Technical Diploma in Electrical & Mechanical Engineering. Further, he is a **Certified Project Management Professional (PMI-PMP), a Certified Scrum Master Trainer by the VMEdU, a Certified Instructor/Trainer and a Certified Internal Verifier/Assessor/Trainer by the Institute of Leadership & Management (ILM).** Moreover, he is a **Registered Industrial Psychologist by the Health Professions Council of South Africa (HPCSA), a Registered Educator by the South African Council for Educators (SACE) and a Registered Facilitator, Assessor & Moderator with Education, Training and Development Practices (ETDP) SETA.** He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours: -

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Monday, 26th of August 2024

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0900	<i>Introduction to ISO 41001 Facility Management Standard</i>
0900– 0930	<i>ISO 41001 System Requirements</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Context of the Organization</i>
1100 – 1230	<i>Needs & Expectations of Interested Parties</i>
1230 -1245	<i>Break</i>
1245 – 1420	<i>Scope of the Facility Management (FM) System</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2: Tuesday, 27th of August 2024

0730 – 0845	<i>Leadership, Commitment & Policy</i>
0845 – 0930	<i>Organizational Roles, Responsibilities & Authorities</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Actions to Address Risks & Opportunities</i>
1100 – 1230	<i>Facility Management (FM) Objectives & Planning to Achieve Them</i>
1230 - 1245	<i>Break</i>
1245 – 1420	<i>Resources, Competence, Awareness & Communication</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day Two</i>

Day 3: Wednesday, 28th of August 2024

0730 – 0830	<i>Creating & Updating Information</i>
0830 – 0930	<i>Control of Documented Information</i>
0930 – 0945	<i>Break</i>
0945 – 1130	<i>Facility Management (FM) Information & Data Requirements</i>
1130 – 1230	<i>Organizational Knowledge</i>
1230 – 1245	<i>Break</i>
1245 – 1415	<i>Operational Planning & Control</i>
1415 – 1430	<i>Recap</i>
1430	<i>Lunch & End of Day Three</i>

Day 4: Thursday, 29th of August 2024

0730 – 0830	<i>Coordination with Interested Parties</i>
0830 – 0930	<i>Integration of Services</i>
0930 – 0945	<i>Break</i>
0945 – 1230	<i>Monitoring, Measurement, Analysis & Evaluation</i>
1230 – 1245	<i>Break</i>
1245 – 1415	<i>Internal Audit</i>
1415 – 1430	<i>Recap</i>
1430	<i>Lunch & End of Day four</i>

Day 5: Friday, 30th of August 2024

0730 – 0830	<i>Management Review</i>
0830 – 0930	<i>Nonconformity & Corrective Action</i>
0930 – 0945	<i>Break</i>
0945 – 1130	<i>Continual Improvement</i>
1130 – 1230	<i>Preventive Actions</i>
1230 – 1245	<i>Break</i>
1245 – 1345	<i>Course Conclusion</i>
1345 – 1400	<i>POST-TEST</i>
1400 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises: -



Course Coordinator

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