Haward Technology Middle East

COURSE OVERVIEW PM0640

The Complete Course on Facilities Management

Course Title
The Complete Course on Facilities Management

Course Date/Venue
October 26-30, 2025/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Course Reference
PM0640

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

***80% of this course is hands-on practical sessions** where participants will be engaged in a series of interactive small groups, class workshops and role-plays.*

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.

Course Objectives

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

- Apply and gain an in-depth knowledge on facilities management
- Define the overview of facilities management and the basic elements of facilities management
- Identify the preventive maintenance and maintenance strategy through understanding risk and risk based maintenance
- Explain outsourcing and contracting from defining outsource and not, choosing the right contractor and contract types
- Use performance monitoring by developing and using key performance indicators
- Improve continuous through performance monitoring & benchmarking

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward 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

The course is particularly recommended for employees who are responsible for the operation and maintenance of facilities (buildings, production facilities, utilities, power and water distribution networks, landscaping, etc.). Further, the course is suitable for those who are updating themselves on the basic elements, best practices and implementation aspects of facilities management.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours: -

20%   Lectures
80%   Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

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

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations:-

- USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association 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 1-2013 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 1-2013 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 Association 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.

- 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.

Accommodation

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

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:

Mr. Eric Horne, MBA, PMP, HNDPM, NDOWS, T3 (Mech), is a **Senior Management Consultant** with over **35 years** of training and industrial experience. His expertise lies extensively in the areas of **Data Quality Control**, **Data Quality Assessment**, **Data Quality Planning**, **Data Quality Strategy Management**, **Data Modelling**, **Root Cause Analysis & Solution Development**, **Driving Performance**, **Performance** Measurement, **Performance Goal** Implementation, **Contracts**, **Operations**, **Production**, **Finance** and **Supply Chain** Management. Further, Mr. Horne is an expert in **Leadership Management**; **Communications** Management; **Interpersonal**, **Teamwork & Team** Management; **Adaptability & Learning**, **Marketing** Management; **Customer Care** Management; **Account Development Strategy** & **Time** Management; **Facilitation & Business Presentation Management**; **Warehouse** & **Logistics** Management; **Data & Record** Management; Managerial **Economics**; **Marketing** Management; **Value Engineering**; **Change** Management; **Planning**, **Budgeting** & **Cost Control**; **Re-Engineering** & **Risk** Management; **Production Planning** & **Control**; and Service Level Agreements (**SLA**). He is also well-versed in Business Law, Labour Law, Strategy Formulation, Resource Allocation, Continuous Improvement and Productivity Improvement. He is currently the **Project & Training Manager** of **BHP Billiton** wherein he is responsible for the complete project life cycle including **initiating**, **planning**, **executing**, **monitoring & controlling** and **closing** as well as developing and presenting of various trainings within their organization.

Mr. Horne has worked for many blue chip companies such as **BHP Billiton**, **Eskom**, **Telecast Engineering**, **Adcorp**, **3M** and many more wherein he gained technical and broad experience in all facets of well-renowned large companies in various industries. His work started on the shop floor as a Work Study Officer, **Industrial Engineer**, Senior Work Study Officer, **Lecturer**, **Project Engineer** and rising up to managerial positions like **Project Manager**, **Contracts Manager**, **Marketing Manager**, **National Marketing & Training Manager**, **Change Manager**, **Regional Manager** and **Project & Training Manager**.

Mr. Horne has a **Master** degree in **Business Administration**, a **Higher National Diploma** in **Production Management** and a **National Diploma** in **Organisation** & **Work Study**. Further, he is a **Certified Instructor/Trainer**, a **Certified T3** in **Mechanical Engineering**, a **Certified PMI Risk Management Professional** (**PMI-RMP**), a **Certified Project Manager Professional** (**PMP**), a **Qualified Assessor** at **SETA** and a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**). He has further delivered numerous trainings, courses, workshops and conferences worldwide.

Course Fee

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

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

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**An Overview of Facilities Management** *The Facilities Management Process*
0930 – 0945	*Break*
0945 – 1100	**An Overview of Facilities Management (cont'd)** *Facilities Management as "A Business Within A Business" ● Facilities Planning*
1100 – 1230	**An Overview of Facilities Management (cont'd)** *Facilities Realization ● Facilities Operations & Maintenance*
1230 – 1245	*Break*
1245 – 1420	**An Overview of Facilities Management (cont'd)** *Individual Assessment - The Current State of your Facilities Management Process*
1420 - 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 0900	**The Basic Elements of Facilities Management** *Strategic & Annual Planning*
0900 – 0915	*Break*
0915 – 1100	**The Basic Elements of Facilities Management (cont'd)** *Design, Build, Maintain Cycle ● Operations & Services*
1100 – 1230	**The Basic Elements of Facilities Management (cont'd)** *Work Planning & Control ● Maintenance & Repair*
1230 – 1245	*Break*
1245 – 1420	**The Basic Elements of Facilities Management (cont'd)** *Information Management*
1420 - 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	**Preventive Maintenance & Maintenance Strategy** *Understanding Risk ● Risk Based Maintenance - The Methodology*
0930 - 0945	*Break*
0945 – 1100	**Preventive Maintenance & Maintenance Strategy (cont'd)** *Seven Steps in Developing an Effective & Risk-Based Maintenance Strategy*
1100 – 1215	**Preventive Maintenance & Maintenance Strategy (cont'd)** *Defining Maintenance Tasks*
1215 – 1230	*Break*
1230 - 1420	**Preventive Maintenance & Maintenance Strategy (cont'd)** *Case Study ● Typical Inspection & Maintenance Tasks for Utilities*
1420 - 1430	**Recap**
1430	*Lunch & End of Day Three*

Day 4

0730 – 0930	**Outsourcing & Contracting** *What to Outsource & What Not ● Choosing the Right Contractor*
0930 - 0945	*Break*
0945 – 1100	**Outsourcing & Contracting (cont'd)** *How to Manage this ● Contract Types*
1100 – 1215	**Outsourcing & Contracting (cont'd)** *The Contracting Cycle*
1215 – 1230	*Break*
1230 - 1420	**Outsourcing & Contracting (cont'd)** *Service Level Agreements*
1420 - 1430	**Recap**
1430	*Lunch & End of Day Four*

Day 5

0730 – 0930	**Performance Monitoring & Benchmarking** *Continuous Improvement ● Target Setting as a Starting Point*
0930 - 0945	*Break*
0945 – 1100	**Performance Monitoring & Benchmarking (cont'd)** *Monitoring Performance: Develop & Use Key Performance Indicators*
1100 – 1215	**Performance Monitoring & Benchmarking (cont'd)** *The Facilities Management Balanced Scorecard*
1215 – 1230	*Break*
1230 - 1400	**Performance Monitoring & Benchmarking (cont'd)** *Benchmarking: How to Set Up a Benchmark Study ● Wrap-Up*
1345 - 1400	**Course Conclusion**
1400 - 1415	**POST-TEST**
1415 - 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

80% of this highly-interactive course is hands-on practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.

Course Coordinator

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