

## COURSE OVERVIEW TM0991 ISO 41001 Facility Management Standard

### Course Title

ISO 41001 Facility Management Standard

### Course Date/Venue

Session 1: July 20-24, 2025/Tamra Meeting Room,  
Al Bandar Rotana Creek, Dubai UAE

Session 2: December 08-12, 2025/Glasshouse  
Meeting Room, Grand Millennium Al  
Wahda Hotel, Abu Dhabi, 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 “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 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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**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.

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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.

### **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:



**Mr. Mike Taylor**, PhD (on-going), MScLI, MBA, MBL, BSc, HDE, is a **Senior Management Consultant** with over **25 years** of extensive experience in the areas of **Data Quality Control, Data Quality Assessment, Data Quality Planning, Data Quality Strategy Management, Data Modelling, Root Cause Analysis & Solution Development, Climate change, Project Planning, Scheduling & Cost Control Professional, Project Scheduling & Cost Control, Facilitation & Leadership Skills, Economic Changes, Coaching, Human Resource Development, Psychometric Testing, Career Development**

**& Competence, Succession Planning, Self-Development & Empowerment, Personal Learning Needs Identification, Critical Success Factors (CSFs), Key Performance Indicators (KPIs), Productivity Creativity & Thinking Modes, Human Resource Scorecard Management, Career Laddering, Fast-Track Career Progression Application, Knowledge Management, Customer Management, Leadership Skills, Presentation Skills, Negotiation Skills, Decision Making Skills, Communication Skills, Emotional Intelligence, Performance Management, Contract Management, Quality Management, Commercial Strategy, Project Management, Risk Management, Leadership & Business Management, Human Resource Management, Planning, Budgeting & Cost Control, Business Development, Innovation, Sales Strategy and Knowledge & Intangible Asset Assessment Design.** Further, he is also well versed in **Organization Management & Business Consulting, Stakeholder & Supplier Evaluation, Data Collection & Information Gathering, Value & Supply Chain Management, Intellectual Property & Innovation Assessments, Logistics & Supply Chain Management, Budgeting & Cost Control and Marketing Management.** Mr. Taylor is the **Founder & CEO** of Mitakon Innovation Pty Ltd wherein he is responsible for the development of Executives & Senior Managers specializing in innovation, knowledge management and commercial negotiation as well as authored, implemented and executed a global 21<sup>st</sup> century facilitation and leadership methodology.

During his career life, Mr. Taylor has gained his practical and field experience through his various significant positions and dedication as the **Knowledge-Solutions Service Provider, Founder-Principal/CIO, Subject Matter Expert, Consulting Partner, Executive/Management Development Facilitator, Multinational/Corporate Senior Management Consultant, Senior Quality & Management Consultant, Executive Management Development/Facilitator, Business Consultant/Facilitator, Business & Quality Consultant/Coach, Client Director, Administration Manager, Quality Manager, International Sales & Business Development Executive, Regional Sales Manager, National Key Accounts Manager, Commercial Sales & Marketing Consultant, Admin Assistant, Sales & Marketing Representative, Key Note Speaker, Lecturer and Instructor/Trainer** for various international companies such as the Highland Group (Business Consulting), **Anglo American, BHP Billiton, Rio Tinto, DI Management Solutions (BPO), Master Deal Making Institute (MDMI), RMG/Contact Media & Communications, Paul Dinsdale Properties (PDP), Giant Leap Architects, Wise Capital Investments (HOD), Evolution® Advertising, Collaborative Xchange, Leatt Corporation, Dentsply SA, FMCG/Binzagr Company, Unilever, Kellogg's, BAT, Hershey's, CORO, Lilly Direct/Lennon Generics and Bausch & Lomb.**

Mr. Taylor has **Master** degrees in **Leadership & Innovation, Business Administration and Business Leadership** as well as a **Bachelor** degree in **Physical Education** and pursuing **PhD** in **Global Governance & Energy Policy.** Further, he is a **Certified Instructor/Trainer, Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and a member of Incremental Advantage, Da Vinci Institute, Black Management Forum, Institute of Directors (IOD), World Future Society (WFS), Social Science Research Network, University of Kwazulu Natal (Alumnus), Anthropology & Archaeology Research Network and National Research Foundation (NRF). He has further delivered numerous trainings, courses, workshops, seminars and conferences 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**

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

#### **Day 2**

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

### Day 3

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

### Day 4

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

### Day 5

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