COURSE OVERVIEW TM0257
Facilities Management

Course Title
Facilities Management

Course Date/Venue
Session 1: April 14-18, 2025/Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
Session 2: August 03-07, 2025/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai UAE

Course Reference
TM0257

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.

This course is designed to provide participants with a detailed and up-to-date overview of Facilities Management. It covers the importance of facilities management in the industrial sector including the key functions and responsibilities in fertilizer production facilities; the basic elements of facilities management; the role and contribution of the maintenance function within the organization; how effective facility management impacts productivity and cost control; the techniques to increase operational efficiency; the sustainability practices in facilities management and the latest trends; and the preventive maintenance, maintenance strategy and maintenance programs development.

Further, the course will also discuss the reliability-centered maintenance (RCM), risk-based maintenance (RBM), total productive maintenance (TPM) and condition-based monitoring (CBM); handling repairs efficiently with minimal downtime; the computerized maintenance management systems (CMMS); monitoring and optimizing maintenance performance; the benefits and risks of outsourcing facility services; selecting and managing external contractors effectively; the contract management and compliance, performance monitoring, benchmarking, supplier relationship management and outsourcing best practices; and the outsourced services and health, safety, environmental (HSE) regulations.

During this interactive course, participants will learn the assessment and management of workplace risks as well as implement safety protocols for facility management teams; the environmental compliance, workplace legislation, fire safety and emergency preparedness and crisis management; the management and control in facilities management; the performance monitoring, improvement strategies, and risk management; the best practices for reducing energy consumption and operational costs; and the sustainable procurement and resource utilization strategies.

Course Objectives

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

- Apply and gain a good knowledge on facilities management
- Discuss the importance of facilities management in the industrial sector including the key functions and responsibilities in fertilizer production facilities
- Identify the basic elements of facilities management and the role and contribution of the maintenance function within the organization
- Explain how effective facility management impacts productivity and cost control and the techniques to increase operational efficiency
- Apply sustainability practices in facilities management, and discuss the latest trends
- Carryout preventive maintenance, maintenance strategy and maintenance programs development
- Employ reliability-centered maintenance (RCM), risk-based maintenance (RBM), total productive maintenance (TPM) and condition-based monitoring (CBM)
- Handle repairs efficiently with minimal downtime, implement computerized maintenance management systems (CMMS) and monitor and optimize maintenance performance
- Identify the benefits and risks of outsourcing facility services as well as select and manage external contractors effectively
- Apply contract management and compliance, performance monitoring, benchmarking, supplier relationship management and outsourcing best practices
- Monitor outsourced services and discuss the health, safety, environmental (HSE) regulations
- Identify, assess, and manage workplace risks as well as implement safety protocols for facility management teams
- Carryout environmental compliance, workplace legislation, fire safety and emergency preparedness and crisis management
- Employ management and control in facilities management, performance monitoring, improvement strategies, and risk management
- Apply best practices for reducing energy consumption and operational costs, as well as sustainable procurement and resource utilization strategies

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 consideration of facilities management for facilities managers, property managers, project managers, real estate professionals, sustainability coordinators, executive leadership and other technical staff.

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.

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 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:

- 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.

- 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 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. **Drag Zic** is a **Senior Management Consultant** with over **30 years** of training and industrial experience. His expertise lies extensively in the areas of **Leading Effective Meetings**, **Leadership & Business**, **Presentation** Skills, **Decision Making** Skills, **Communication** Skills, **Negotiation** Skills, **Coaching & Mentoring**, **Economics & Governance in Climate Change, Performance** Management, **Customer Service** Management, **Critical Thinking & Creativity**, **Quality** Management, **Risk** Management, **Data Management** Systems, **R&D** and **Research** Management, **Project** Management, **Planning**, **Budgeting & Cost Control**, **Document** Management, **Record** Management and **Contract** Management. Further, he is well-versed in Analytical & Chemical Laboratory Management, Statistical Analysis of Laboratory Data, Statistical Method Validation & Laboratory Auditing, Sample Development & Preparation in Analytical Laboratory, Data Analysis Techniques, Laboratory Quality Management (ISO 17025), Applied Research & Technology, Basic Geology, Quality Assurance Assessment, Quantified Risk Assessment (**QRA**) as well as in Seismic Monitoring Systems, Seismological Software (4di, Xmts, OptiNet and ErrMap), Data Analysis, Rock Mass Stability Analysis, Seismic Budget Planning & Productivity Improvement Analysis, HazMap, ISO Standards as well as Balance Scorecard. He is currently the **Director** & **Principal Consultant** of **DRAMI** wherein he is responsible in formulating and executing the plans for applied research and technology transfer.

During Mr. Zic's career life, he had occupied several significant positions as the **Programme Manager**, **Managing Member**, **Rock Engineering Manager**, **Contract Manager**, **Consultant/Lecturer**, **Mine Seismologist**, **Data Analyst** and **Assistant Analyst** from different international companies.

Mr. Zic is a **Professional Natural Scientist**, has a **Bachelor** degree in **Geology**, a **Diploma** in **Management Development Programme** and currently enrolled for **Phd** in **Wits University**. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and an active member of various professional engineering bodies internationally like the European Geosciences Union (**EGU**), the Canadian Institute of Mining (**CIM**), the Project Management South Africa (**PSMA**), the European Association of Geoscientists and Engineers (**EAGE**), the South African Council for Natural Scientific Professions (**SACNASP**), the International Society for Rock Mechanics (**ISRM**) and the South African Geophysical Association (**SAGA**). He has further delivered numerous trainings, workshops, conferences and seminars internationally.

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	***Overview of Facilities Management*** *Definition & Importance in the Industrial Sector • Key Functions & Responsibilities in Fertilizer Production Facilities*
0930 – 0945	*Break*
0945 – 1030	***Basic Elements of Facilities Management*** *Core Components: Building Systems, Utilities, Equipment, & Resources • The Relationship Between Facilities Management & Business Operations*
1030 – 1130	***Role & Contribution of the Maintenance Function within the Organization*** *Integration with Overall Business Objectives • Strategic Importance in Asset Lifecycle Management*
1130 – 1230	***Understanding Operational Efficiency*** *How Effective Facility Management Impacts Productivity & Cost Control • Techniques to Increase Operational Efficiency in Facility Management*
1230 – 1245	*Break*
1245 – 1330	***Sustainability Practices in Facilities Management*** *Introduction to Sustainability Concepts: Energy Management, Waste Reduction • Implementing Green Initiatives*
1330 – 1420	***Latest Trends in Facilities Management*** *IoT, Smart Buildings, & Digitization of Facility Management*
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	***Preventive Maintenance & Maintenance Strategy*** *Importance of Preventive Maintenance in Ensuring Reliability • Different Maintenance Approaches: Predictive versus Preventive*
0830 – 0930	***Developing Maintenance Programs*** *Steps in Creating an Effective Preventive Maintenance Schedule • Tailoring Programs Specific to Fertilizer Manufacturing Needs*
0930 – 0945	*Break*
0945 – 1100	***Key Maintenance Strategies*** *Reliability-Centered Maintenance (RCM) & Its Application • Risk-Based Maintenance (RBM) & Its Relevance in High-Risk Environments*
1100 – 1230	***Utilizing Key Methodologies in Maintenance*** *Total Productive Maintenance (TPM) • Condition-Based Monitoring (CBM)*

1230 – 1245	*Break*
1245 – 1330	***Maintenance & Repairs*** *Handling Repairs Efficiently with Minimal Downtime • Case Studies on Repair Challenges in Industrial Plants*
1330 – 1420	***Managing Maintenance Systems*** *Implementation of Computerized Maintenance Management Systems (CMMS) • Monitoring & Optimizing Maintenance Performance through Software Tools*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	***Outsourcing & Contracting*** *Benefits & Risks of Outsourcing Facility Services • How to Select & Manage External Contractors Effectively*
0830 – 0930	***Contract Management & Compliance*** *Understanding the Legal & Compliance Aspects of Outsourcing • Monitoring Contract Performance & Setting KPIs*
0930 – 0945	*Break*
0945 – 1100	***Performance Monitoring & Benchmarking*** *Using Key Performance Indicators (KPIs) in Facility Management • Benchmarking Against Industry Best Practices*
1100 – 1230	***Managing Supplier Relationships*** *Strategies for Building Strong Relationships with Vendors • Establishing Service Level Agreements (SLAs)*
1230 – 1245	*Break*
1245 – 1330	***Outsourcing Best Practices*** *Outsourcing Critical versus Non-Critical Functions • Case Studies in Successful & Failed Outsourcing Partnerships*
1330 – 1420	***Monitoring Outsourced Services*** *Ensuring Quality Control & Alignment with the Company's Operational Goals*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	***Health, Safety, Environmental (HSE) Regulations*** *Overview of HSE Regulations Applicable to Facilities Management • Role of Facilities Managers in Ensuring Compliance*
0830 – 0930	***Workplace Safety & Risk Management*** *Identifying, Assessing, & Managing Workplace Risks • Safety Protocols for Facility Management Teams*
0930 – 0945	*Break*
0945 – 1100	***Environmental Compliance*** *Waste Management, Energy Efficiency, & Pollution Control Strategies • Regulatory Requirements & Sustainability Reporting*
1100 – 1230	***Workplace Legislation*** *Overview of Laws Affecting Facility Management in the Industrial Sector • Managing Workplace Ergonomics & Worker Safety*

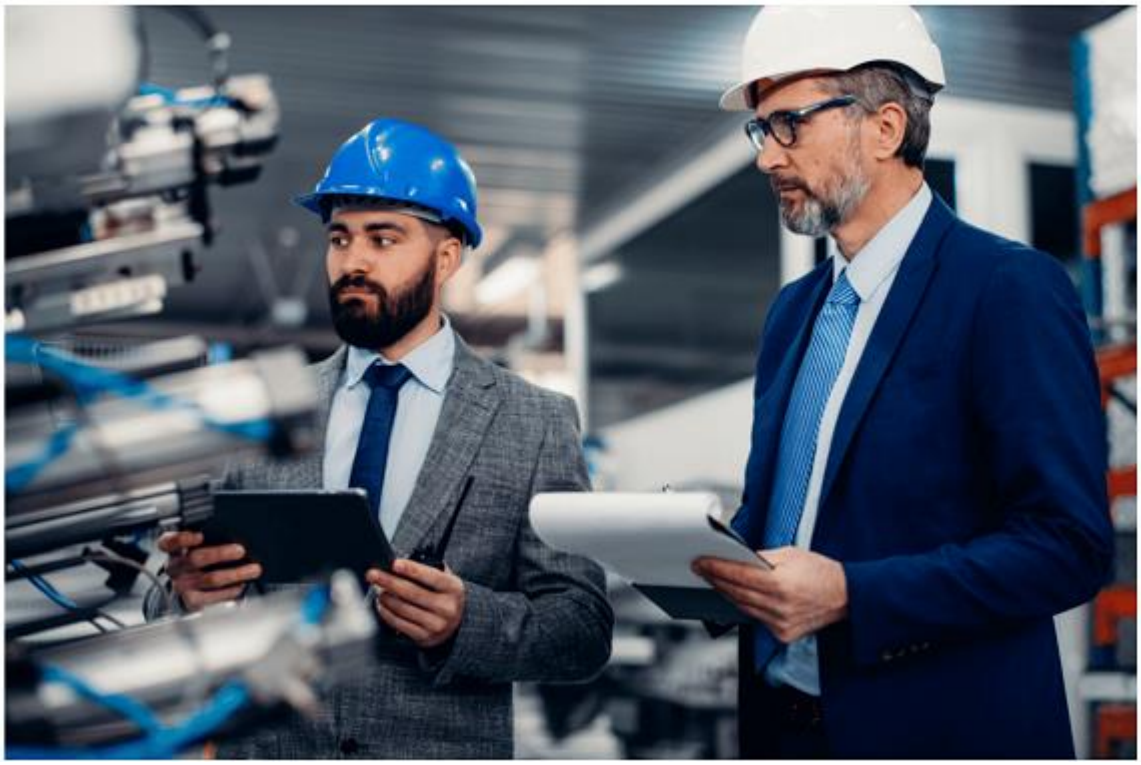
1230 – 1245	*Break*
1245 – 1330	***Fire Safety & Emergency Preparedness*** *Fire Prevention Strategies, Drills, & Contingency Planning • Ensuring Compliance with Fire Safety Regulations*
1330 – 1420	***Crisis Management in Facilities*** *Developing a Crisis Response Plan for Facility Emergencies • Implementing Communication Strategies During Facility Crises*
1420 - 1430	***Recap***
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	***Management & Control in Facilities Management*** *Key Managerial Responsibilities: Budgeting, Planning, & Decision-Making • Leadership Skills for Managing Facility Teams Effectively*
0830 – 0930	***Performance Monitoring & Improvement Strategies*** *Continuous Improvement Frameworks (Lean, Six Sigma) • How to Implement Process Improvements in Facility Management*
0930 – 0945	*Break*
0945 – 1030	***Risk Management in Facilities*** *Identifying Potential Risks & Mitigation Strategies • Ensuring Business Continuity through Effective Facility Risk Management*
1030 – 1130	***Sustainability & Energy Management*** *Best Practices for Reducing Energy Consumption & Operational Costs • Sustainable Procurement & Resource Utilization Strategies*
1130 – 1230	***Utilizing Technology in Facility Management*** *Digital Tools & Trends: Smart Sensors, AI, & IoT for Better Facility Management • Building Management Systems (BMS) & Their Applications in Operational Efficiency*
1230 – 1245	*Break*
1245 - 1345	***Future Trends in Facility Management*** *Predicting Future Challenges & Opportunities in Facility Management • How Company can Adapt to Upcoming Technological & Regulatory Changes*
1345 - 1400	***Course Conclusion***
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

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



Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org