

## COURSE OUTLINE

### MODULE 1

DAY 1

7 HRS.

#### 🕒 (7 HRS) INTRODUCTION TO FACILITY MANAGEMENT

- Overview of Facility Management  
Understanding the concept of FM.
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- FM Theory and Practice.
- Hard and Soft FM.
- Strategy of FM.
- The Facilities Management process in general.
- The 8 key roles of FM .
- The strategic importance of managing facilities.
- Developing an FM plan and team.
- Facilities phases, planning, and realization.
- Relationship between Facilities Management and Asset Management.
- Reviewing contracted services.
- Outsourcing v in-sourcing.
- Determining and implementing a contract strategy.
- Facilities roles.
- Life cycle cost principles.

### MODULE 2

DAY 2

3 HRS.

#### 🕒 (3 HRS) CONTRACTS IN FM & CONTRACT ADMINISTRATION

- Overview on diverse types of contracts
- Overview on diverse types of contracts
- What is a Contract?
- What regulates a Contract?
- What are the components of a Contract? When does a Contract come into existence?
- When does a Contract become void?
- What Categories of Contracts are related to Construction?
- What are the types of Construction/ Engineering Contracts?
- What are Services Contracts?
- What are Supply Contracts?
- What are the Conditions of Contracts?
- How to administer and manage a Contract?
- Services Contracts vs. Engineering and Construction Contracts
- Term Service Contract
- Facility Management Contracts
- What to outsource and what not
- Choosing the right contractor
- Contract types
- The contracting cycle
- FIDIC Contracts Fundamentals
- NEC Contracts Fundamentals
- FIDIC vs NEC approaches
- FIDIC Contracts Related to Design, Build Operate (DBO).
- Discussions

## MODULE 3

DAY 3 3 HRS.

### (3 HRS) CONTRACT TYPES, TENDERING, AWARDING, MANAGING & ADMINISTERING SERVICES CONTRACTS

- TENDERING, AWARDING, MANAGING, AND ADMINISTERING SERVICES CONTRACTS
- Contract types
- Selection Of Consultants
- Selection of Contractors:
- Quality Based Selection
- Quality & Cost Based Selection
- The contracting cycle
- Instructions, notifications, variations etc.
- payment, compensations, deductions, penalties
- Forms to be used,
- Pre-qualification of Contractors and Suppliers
- Claims
- End user requirements
- Case studies
- Discussions.

## MODULE 4

DAY 4 3 HRS.

### (3 HRS) SERVICE LEVEL CONTRACTS

- Term Service Contract
- Procedure For Preparing A term Service Contract
- Service Level Agreements
- Risk Management and Mitigation in Facility Projects

## MODULE 5

DAY 5 7 HRS.

### SESSION 1: KEY PERFORMANCE INDICATORS PERFORMANCE MONITORING AND BENCHMARKING

- Continuous improvement.
- Target setting as a starting point.
- Monitoring performance with KPIs.
- Audits, and benchmarking.
- Facilitated Discussions on Key Industry Challenges and Trends.
- Analyzing Best Practices and Success Stories in Facility Management.

### SESSION 2: ALTERNATIVE DISPUTE RESOLUTION

- Understanding Alternative Dispute Resolution Techniques
- Mediation and Negotiation Strategies
- Arbitration Procedures in Facility Management Disputes Arbitration

### SESSION 3: CASE STUDIES AND PRACTICAL EXAMPLES

- Case Studies and Practical Examples

### CLOSING AND CERTIFICATES DISTRIBUTION