

# THE IN-HOUSE TRAINING COMPANY

## Understanding and managing building services and maintenance – introduction

### Overview

This thoroughly practical two-day programme is the ideal course for FM teams who need to develop their understanding of building services in order to ensure:

- Optimal satisfaction of organisational requirements
- Efficient and cost-effective maintenance and operation of building services
- Professional standards of procurement from, and management of, specialist consultants and contractors

### Learning objectives

To provide a fundamental understanding of building services in the context of:

- The working environment
- The success of the core business
- The health and safety of the occupants
- Operating cost and environmental impact
- The optimisation of cost and value
- Strategies for continuous improvement

### Who should attend?

Facilities and maintenance managers and their teams.

### Course format

This thoroughly practical two-day course uses a mixture of formal tutor inputs, practical exercises, case studies, specialist tools and tutor-facilitated discussion.

### Expert trainer

**Jim** is a highly qualified (MSc, CEng, MIEE, FCIBSE) FM consultant and trainer who has run his own very successful FM consultancy since 1987. By nature an innovator, Jim has built a team of able professionals who share his vision and keep his consultancy practice at the leading edge in each of the sectors in which it serves its clients. He has developed techniques for delivering increasing value for the core business through proactive FM and is now recognised for this work nationally and internationally. He is founder and past Chairman of the Chartered Institution of Building Services Engineers (CIBSE) Facilities Management Group and a very popular presenter of in-house and public training courses, many of them presented on behalf of the BIFM.

## Workshop outline

### DAY ONE

#### 1 Building services fundamentals

- The function of services in commercial buildings and their importance to the core business
  - Electrical services
  - Lighting
  - Heating
  - Ventilation and air conditioning
  - Lifts
  - Water
- Understanding IT and communication systems
- *Practical exercises*

#### 2 The provision of comfort and safety

- Statutory requirements
  - Health and safety legislation
  - Control of contractors
  - Risk assessment
  - Fire precautions
  - Legionella, sick building and other risks
- Business requirements
  - Understanding user requirements
  - Matching systems to business needs
- *Practical exercises*

#### 3 Getting the design right

- What the FM needs to know about design and its procurement
  - Successful space planning
  - Relationship between services, space planning and design
  - Getting the brief right
  - Supplier selection and management
- *Practical exercises*

### DAY TWO

#### 4 Operation and maintenance

- Why maintain?
  - Maintenance contracts
  - Input and output specifications
  - Resource options
  - Contracts – principal elements
  - Tendering – key steps
  - Selection criteria
  - Operational criteria
  - Maintenance trends
- Performance-based service provision
  - Input and output specifications

- KPIs and thresholds
- Risk containment
- Value-add opportunities
- Performance contract strategy

- *Practical exercises*

## 5 Contingency planning

- Being ready for the unexpected
- Identifying and reducing risk
  - Internal risks
  - External risks
  - Identifying threats at your site
- Managing risk
  - Protective systems
  - Occupier obligations
  - Fire management
  - Testing
- *Practical exercises*

## 6 Commissioning services systems

- Physical commissioning
- Common problems
- Typical costs
- Commissioning stages
- Continuous commissioning
- Energy efficiency and the scope for environmental improvement
- *Practical exercises*

## 7 Satisfying the occupants

- Obtaining and responding to feedback
  - When to get feedback
  - Why
  - How
  - What to do with it
- *Practical exercises*

## 8 'Air time'

- Sharing experience and addressing specific issues of interest to participants
- Course review
- Close

**Any questions?**

**Please just give us a call on 01582 463463 – we're here to help!**

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