MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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SERVICES & FACILITIES MANAGEMENT ESSENTIALS

"Optimizing Asset Performance, Service Delivery, and Workplace Efficiency"

Schedule

Date	Venue	Fees (Face-to-Face)
21 – 25 Jun 2026	Kuwait	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Modern facilities management (FM) plays a strategic role in ensuring safe, efficient, and sustainable environments that support core business operations. From maintenance and security to service contracts and workplace strategy, FM professionals must balance operational excellence with cost control and innovation.

This 5-day training offers a practical foundation in facilities and services management, focusing on key functions such as asset maintenance, space planning, contractor oversight, energy optimization, and compliance. Participants will gain tools to improve performance, manage risks, and align FM functions with business goals.

Objectives

By the end of this course, participants will be able to:

- Understand the scope and value of integrated facilities management
- Plan and manage maintenance, support services, and utilities effectively
- Develop and monitor service level agreements (SLAs) and KPIs
- Apply risk management and sustainability principles to FM operations
- Ensure compliance with health, safety, and building regulations

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Why Attend

- Gain a structured approach to managing workplace services and infrastructure
- Understand key FM frameworks, systems, and performance metrics
- Learn how to assess contractor performance and manage SLAs
- Apply FM best practices across maintenance, cleaning, catering, and security
- Enhance cost efficiency, safety, and operational reliability

Target Audience

This program is designed for:

- Facilities, services, and property managers
- Maintenance supervisors and building engineers
- Contract managers and procurement officers
- Operations and administrative staff
- Anyone responsible for managing workspaces, buildings, or service providers

Individual Benefits

Key competencies that will be developed include:

- Service planning and performance monitoring
- Risk identification and mitigation in facility operations
- SLA development, contractor oversight, and negotiation
- Maintenance management and asset lifecycle optimization
- Cost control and quality improvement in FM

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved efficiency and value delivery in FM functions
- More effective contractor and vendor management
- Enhanced facility safety, sustainability, and regulatory compliance
- Better alignment between FM and business strategy
- Reduction in operational downtime and reactive maintenance

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Expert Briefings – FM frameworks, roles, and value chains
- Case Studies – Outsourcing, energy savings, contractor failures
- Workshops – FM audits, SLA planning, risk assessments
- Group Exercises – KPI development and service quality analysis
- Templates & Tools – Maintenance logs, inspection forms, service scorecards

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Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: FM Fundamentals and Service Strategy

- Module 1: Introduction to Facilities and Services Management (07:30 – 09:30) • Scope, definitions, and integrated FM approach • FM roles in business continuity and efficiency Module 2: Core vs Non-Core Services and FM Delivery Models (09:45 – 11:15) • In-house vs outsourced FM • Total FM, bundled services, and hybrid models Module 3: Planning and Prioritizing FM Services (11:30 – 01:00) • Service level planning and stakeholder needs • Facility user experience and customer focus Module 4: Workshop – FM Service Mapping (02:00 – 03:30) • Charting internal and external FM functions

Day 2: Maintenance Management and Asset Performance

- Module 5: Maintenance Strategies and Scheduling (07:30 – 09:30) • Preventive, reactive, and condition-based approaches • Maintenance planning tools and CMMS Module 6: Asset Lifecycle and Replacement Planning (09:45 – 11:15) • Asset classification, tagging, and depreciation • Lifecycle costing and renewal planning Module 7: Utilities and Technical Services Oversight (11:30 – 01:00) • Energy, HVAC, elevators, water, lighting systems • Vendor roles and service delivery metrics Module 8: Workshop – Prepare a Maintenance Action Plan (02:00 – 03:30) • Define strategy for key asset categories

Day 3: Contractor Management and SLAs

- Module 9: Procurement and Contracting in FM (07:30 – 09:30) • Tendering, scope definition, and vendor evaluation • Contract clauses and terms for FM Module 10: Developing SLAs and KPIs (09:45 – 11:15) • Service benchmarks, penalties, and rewards • Monitoring and reporting service delivery Module 11: Contractor Oversight and Compliance (11:30 – 01:00) • Site inductions, supervision, and inspections • Handling non-performance and disputes Module 12: Exercise – Draft a Sample SLA (02:00 – 03:30) • Group review and stakeholder alignment

Day 4: Health, Safety, and Sustainability in FM

- Module 13: FM Risk Management and Legal Requirements (07:30 – 09:30) • Fire safety, building codes, emergency procedures • Occupational health and risk registers Module 14: Environmental Management in FM (09:45 – 11:15) • Energy efficiency, waste management, green certifications • Sustainable materials and supply chains Module 15: Safety Inspections and Audits (11:30 – 01:00) • Routine HSE inspections and records • Action tracking and follow-up Module 16: Workshop – Risk Mapping for Facility Services (02:00 – 03:30) • Identify and mitigate FM-related risks

Day 5: Strategic FM and Continuous Improvement

- Module 17: FM Strategy and Policy Alignment (07:30 – 09:30) • Aligning FM with organizational objectives • FM policy development and service charters Module 18: Measuring FM Performance and ROI (09:45 – 11:15) • Cost metrics, value creation, and stakeholder feedback • Performance dashboards and analytics Module 19: Future Trends in Facilities Management (11:30 – 01:00) • Smart buildings, automation, digital FM • Workplace transformation and hybrid workspaces Module 20: Final Exercise – Develop an FM Action Plan (02:00 – 03:30) • Strategy integration and final group presentations

Certification

Participants will receive a Certificate of Completion in Services & Facilities Management Essentials, validating their practical knowledge and capability to manage workplace operations, contracts, assets, and risks effectively in line with best industry standards.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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