**MAWA EVENTS**

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

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# MAINTENANCE, OPERATION & FACILITIES CLEANING - TECHNICAL REQUIREMENTS

*"Enhancing Facility Performance through Standards-Driven Cleaning, Maintenance & Operational Excellence"*

## Schedule

| Venue (InHouse) | Fees |
|---|---|
| At Your Organization Premises | Ask For The Quotation |

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

## Introduction

The cleanliness, functionality, and safety of a facility directly influence its longevity, performance, and user experience. Proper technical understanding of cleaning systems, operational protocols, and maintenance best practices is essential for modern facilities management.

This comprehensive 5-day program focuses on the integrated technical requirements for the operation, cleaning, and maintenance of buildings, industrial environments, and critical facilities. It equips participants with the skills and tools to plan, execute, and monitor operations aligned with international standards, ensuring hygiene, compliance, and operational efficiency.

## Objectives

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

- Understand the interrelationship between maintenance, operation, and cleaning standards
- Develop facility cleaning and maintenance protocols compliant with ISO and OSHA
- Implement preventive and corrective maintenance plans
- Select appropriate tools, materials, and technologies for facility cleaning
- Manage contractor performance and quality assurance in cleaning services
- Apply risk assessment techniques in cleaning and maintenance operations

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## Why Attend

- Gain in-depth knowledge of technical standards in cleaning and maintenance
- Learn how to improve facility uptime and hygiene compliance
- Reduce operational costs by optimizing maintenance schedules
- Stay compliant with health, safety, and environmental regulations
- Receive ready-to-use checklists, templates, and maintenance schedules

## Target Audience

This program is designed for:

- Facility and maintenance managers
- Operations supervisors and team leads
- Janitorial services and cleaning contractors
- Environmental health and safety (EHS) officers
- Engineers responsible for facility systems
- Government/public sector property officers

## Individual Benefits

Key competencies that will be developed include:

- Enhanced technical understanding of cleaning and maintenance standards
- Skills in developing preventive and corrective action plans
- Familiarity with modern cleaning and operational technologies
- Confidence in vendor and contractor performance monitoring
- Awareness of safety, compliance, and environmental risks

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Increased facility performance and reliability
- Reduced maintenance downtime and operational disruption
- Improved hygiene levels and infection prevention
- Standardized maintenance and cleaning practices
- Better cost control and budget planning for FM operations

## Instructional Methodology

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

- Strategy Briefings – Maintenance systems, cleaning standards (ISO, OSHA), and FM planning
- Case Studies – Facilities with successful cleaning and maintenance programs
- Workshops – Developing cleaning schedules, risk maps, and SOPs
- Peer Exchange – Best practices in operation and contractor management
- Tools – Maintenance logs, audit checklists, cleaning quality templates

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## Course Outline

**DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)**

**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: Facility Operations & Technical Cleaning Foundations**

- Module 1: Facility Operation Systems and Components (07:30 – 09:30)
- HVAC, lighting, power systems, plumbing, and cleaning interfaces
- Module 2: Standards in Facility Cleaning and Maintenance (09:45 – 11:15)
- ISO 41013, OSHA, CDC guidelines, and janitorial standards
- Module 3: Cleaning Frequencies and Risk-Based Prioritization (11:30 – 01:00)
- Critical areas (healthcare, labs, kitchens) vs. low-traffic zones
- Module 4: Workshop – Mapping Cleaning Zones & Protocols (02:00 – 03:30)

**Day 2: Preventive & Corrective Maintenance Planning**

- Module 1: Types of Maintenance & Lifecycle Considerations (07:30 – 09:30)
- Reactive, preventive, predictive, and reliability-centered
- Module 2: Scheduling & Execution of Maintenance Plans (09:45 – 11:15)
- CMMS tools, daily/monthly/annual work orders
- Module 3: SOPs for Emergency and Critical Equipment Maintenance (11:30 – 01:00)
- Backup power, elevators, fire systems
- Module 4: Workshop – Creating a Facility Maintenance Calendar (02:00 – 03:30)

**Day 3: Cleaning Technologies and Chemicals**

- Module 1: Cleaning Methods, Equipment, and Automation (07:30 – 09:30)
- Floor scrubbers, UV sanitation, robotic cleaning systems
- Module 2: Chemical Safety and Environmental Compliance (09:45 – 11:15)
- SDS sheets, PPE, eco-friendly alternatives
- Module 3: Monitoring Cleaning Quality and Audit Tools (11:30 – 01:00)
- ATP testing, swab kits, performance indicators
- Module 4: Workshop – Selecting Supplies and Equipment for a Facility (02:00 – 03:30)

**Day 4: Safety, Risk, and Compliance in Facility Operations**

- Module 1: Risk Assessment in Cleaning and Maintenance Work (07:30 – 09:30)
- Slip/fall prevention, confined spaces, biological hazards
- Module 2: Training & Competency of Cleaning and Maintenance Staff (09:45 – 11:15)
- SOPs, refresher training, job cards
- Module 3: Documentation, Records, and Compliance Logs (11:30 – 01:00)
- Checklists, cleaning records, audit readiness
- Module 4: Workshop – Creating a Compliance Dashboard (02:00 – 03:30)

**Day 5: Outsourcing, Contracts & FM Performance Management**

- Module 1: Contractor Qualification and SLAs for Cleaning/Maintenance (07:30 – 09:30)
- KPIs, inspections, service level enforcement
- Module 2: Budgeting, Cost Control, and Optimization (09:45 – 11:15)
- Cost of cleaning per square meter, maintenance ROI
- Module 3: Integrated Facility Operations Strategy (11:30 – 01:00)
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Aligning cleaning and maintenance with facility goals

- Module 4: Final Workshop – Building an FM Operations and Cleaning Framework (02:00 – 03:30)

## Certification

Participants will receive a Certificate of Completion in Facility Operations, Maintenance & Cleaning Standards, validating their technical expertise in managing professional cleaning, maintenance routines, and facility operation requirements.

## 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.

| **In-House / Customized Training**<br>Interested in running this course for your team?<br>Please contact us: | TEL:<br>**+601116373203** | EMAIL:<br>**info@mawaevents.net** |
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