



Facilities Operations & Maintenance - the heart of FM



In the past, facilities operations and maintenance were associated with operating building systems and equipments: their cleaning, maintenance and repairs. Also, operations and maintenance are often the major source of complaints faced by Facility Manager. These include: air-conditioning being too cold or too hot, lights not working, toilets not flushing, etc. The work of operations and maintenance was perceived as low-level and thus not much appreciated in organisations.

Time has changed this perception. Today, operations and maintenance play the essential function in supporting organisations in ensuring that they comply with the increasing stringent regulations on safety, health, security and environmental issues, as well as advances in technology, and the ever rising expectations by employees and occupants. In doing so, organisations can focus on their core business activities and to remain competitive.

Facilities operations and maintenance are said to be in the heart of facilities management. They comprise mostly of day-to-day activities that need to be operated and managed to provide a safe and comfortable environment which has potential impacts on the impression and experience of occupants and visitors using the premises.

Also, operations and maintenance expenses typically amount to the biggest bulk of an annual facilities management budget. Over the life of a facility, the operations and maintenance costs generally amount to about three times the design and construction cost and is constituted often the second largest budgetary amount of the organisation. Thus efficient and effective facilities operations and maintenance will contribute positively to organisations' financial bottom-line.

So how to organisation achieve efficient and effective facilities operations and maintenance? Beside hiring qualified staff, training is very crucial. Training helps the facilities staff to be proactive as they become more familiar with and understanding their roles in supporting the business of the organisation.

The **Facilities Operations and Maintenance** course of the CFP program approach the application of organizing, co-coordinating and controlling of facilities process. Record management, space utilization and environment protection that are essential functions to facilities staff are also introduced in this course. This course will also be beneficial for new FM staff who may have a good knowledge about different building systems but never have operated an entire facility before. They will be introduce to the process on how to run the facility, including maintenance, planning and scheduling. The practical project assignment - Maintenance Schedule will let FM staff immediately apply what they learnt back to their workplace.

Upcoming workshop

Facilities Operations & Maintenance
12 & 13 April 2012
50% funding of course fee by NTUC

~ learn how to provide a safe, secure and well functioning environment in support of organization core activities ~



Facilities Management Essentials
3rd & 4th May 2012
50% funding of course fee by NTUC

~ To appreciate the fundamental elements of facilities. There is a need to know the premise, their purpose and function before efficient O&M can take place ~

Strategic Facilities Management
30 & 31 May 2012
50% funding of course fee by NTUC

~ support the business of the organization by providing the best accommodation and environment.~

Suitable for Senior Management level