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Course Name

Integrated General Services Operations

Sector Name

Administration and Office Efficiency

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Integrated General Services Operations

Course Introduction

Integrated General Services Operations have become a critical component of organizational success by ensuring the seamless coordination of administrative services, facilities management, workplace operations, logistics, assets, and support functions. Rather than managing these services independently, leading organizations adopt an integrated operational approach that enhances collaboration, optimizes resources, improves service quality, and strengthens business continuity. This integrated model enables General Services to operate more efficiently, respond proactively to organizational needs, and deliver greater value across all business functions.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and best international practices required to effectively manage integrated General Services operations. Participants will learn how to coordinate multiple support functions, optimize operational processes, improve resource utilization, implement technology-enabled solutions, measure operational performance, and establish governance practices that drive operational excellence and long-term organizational sustainability.

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Integrated General Services Operations

Target Audience

- ✓ General Services Directors and Managers
- ✓ Administration Managers
- ✓ Facilities and Workplace Management Professionals
- ✓ Operations and Support Services Managers
- ✓ Logistics and Corporate Services Coordinators
- ✓ Professionals responsible for integrated workplace operations

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Integrated General Services Operations

Learning Objectives

- ✓ Understand the principles and strategic value of integrated General Services operations.
- ✓ Develop coordinated operational plans across multiple support functions.
- ✓ Optimize workplace services, facilities, logistics, and administrative operations.
- ✓ Apply performance management and process improvement methodologies.
- ✓ Strengthen governance, compliance, and operational risk management.
- ✓ Develop an integrated operational roadmap that supports sustainable organizational performance.

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Integrated General Services Operations

Course Outline

✓ Day 01

Foundations of Integrated General Services Operations

Integrated General Services Framework

- ✓ Principles of integrated service management
- ✓ Strategic role of General Services in organizational success
- ✓ Aligning support services with business objectives

Coordination Across Support Functions

- ✓ Integrating administrative, facilities, and logistics services
- ✓ Defining roles and operational responsibilities
- ✓ Building collaboration across departments

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Integrated General Services Operations

Course Outline

✓ Day 02

Operational Planning and Service Integration

Integrated Operational Planning

- ✓ Developing coordinated operational plans
- ✓ Resource allocation across support functions
- ✓ Prioritizing operational activities and service requirements

Designing Integrated Service Delivery

- ✓ Mapping cross-functional workflows
- ✓ Standardizing operational procedures
- ✓ Enhancing efficiency through service integration

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Course Outline

✓ Day 03

Managing Integrated Operations

Coordinating Daily Operations

- ✓ Managing facilities, workplace services, and logistics
- ✓ Coordinating administrative support functions
- ✓ Maintaining operational continuity and service responsiveness

Resource and Technology Management

- ✓ Optimizing assets and operational resources
- ✓ Leveraging digital tools to support integrated operations
- ✓ Managing vendors and outsourced services

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Course Outline

✓ Day 04

Performance Management and Continuous Improvement

Measuring Integrated Operational Performance

- ✓ Developing integrated performance indicators
- ✓ Monitoring service quality and operational efficiency
- ✓ Reporting performance for informed decision-making

Continuous Improvement

- ✓ Improving cross-functional collaboration
- ✓ Optimizing operational processes
- ✓ Managing service improvements and operational risks

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Course Outline

✓ Day 05

Governance, Strategic Integration & Future Operations

Governance and Operational Resilience

- ✓ Governance frameworks for integrated operations
- ✓ Compliance, accountability, and enterprise risk management
- ✓ Strengthening business continuity and organizational resilience

Future of Integrated General Services

- ✓ Smart workplace technologies and digital transformation
- ✓ Artificial Intelligence in integrated operations
- ✓ Developing a long-term strategy for integrated General Services excellence

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 11, 2027	Oct. 15, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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