



Consulting and Training | Reach New Heights

Course Name

Facilities Planning and Infrastructure Management Excellence

Sector Name

Project & Contract Management

Document Type

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Facilities Planning and Infrastructure Management Excellence

Course Introduction

Effective facilities planning and infrastructure management play a vital role in ensuring safe, reliable, efficient, and well-maintained working environments. Facilities professionals are increasingly expected to manage buildings, services, maintenance activities, space requirements, contractors, and operational resources while maintaining high standards of service and supporting organizational requirements.

This **BOOST Consulting & Training** program provides participants with a practical and structured understanding of facilities planning and day-to-day infrastructure management. The program focuses on the core responsibilities of facilities professionals, including facility planning, building operations, maintenance management, space utilization, service delivery, contractor management, safety, risk control, cost awareness, and facilities performance.

The program is designed to strengthen participants' ability to plan and manage facilities effectively, coordinate maintenance and support services, identify operational improvement opportunities, and maintain reliable and efficient facility operations.

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Facilities Planning and Infrastructure Management Excellence

Target Audience

- ✓ Facilities Managers and Supervisors
- ✓ Facilities Officers and Coordinators
- ✓ Building and Property Management Professionals
- ✓ Maintenance Managers and Supervisors
- ✓ Technical Services Professionals
- ✓ Facilities Operations Teams
- ✓ Administration and Support Services Managers
- ✓ Professionals responsible for managing buildings, facilities, maintenance, or workplace services

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Facilities Planning and Infrastructure Management Excellence

Learning Objectives

- ✓ Understand the key principles and responsibilities of modern facilities management.
- ✓ Develop facility plans aligned with organizational and operational requirements.
- ✓ Assess facility conditions and identify maintenance and improvement requirements.
- ✓ Plan and coordinate preventive and corrective maintenance activities.
- ✓ Improve the utilization of facilities, workplaces, and available space.
- ✓ Manage facilities services and contractors effectively.
- ✓ Monitor facility safety, operational risks, and service continuity.
- ✓ Improve the efficiency and reliability of building operations.
- ✓ Control facilities-related costs and support effective budget planning.
- ✓ Develop appropriate KPIs for monitoring facilities performance.
- ✓ Identify opportunities for continuous improvement in facilities operations.

Facilities Planning and Infrastructure Management Excellence

Course Outline

✓ DAY 1

Fundamentals of Facilities Planning and Management

- ✓ Understanding Facilities Management
- ✓ Definition and scope of facilities management
- ✓ The role of facilities management within organizations
- ✓ Core responsibilities of facilities professionals
- ✓ Hard and soft facilities services
- ✓ Understanding facility users and their requirements
- ✓ Facilities management roles and responsibilities
- ✓ Coordinating facilities activities with other organizational functions

Facilities Planning

- ✓ Understanding organizational facility requirements
- ✓ Assessing existing facilities
- ✓ Identifying current and future facility needs
- ✓ Facility demand and capacity considerations
- ✓ Identifying facility gaps and improvement requirements
- ✓ Developing short- and medium-term facility plans
- ✓ Establishing facility priorities

Facility Condition and Requirements

- ✓ Assessing the general condition of facilities
- ✓ Identifying building and operational deficiencies
- ✓ Understanding facility condition ratings
- ✓ Prioritizing repairs and improvements
- ✓ Maintaining facility records
- ✓ Planning facility upgrades and improvements

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Course Outline

✓ DAY 2

Building Operations and Maintenance Management

- ✓ Managing Building Operations
- ✓ Understanding major building systems
- ✓ HVAC systems
- ✓ Electrical systems
- ✓ Plumbing and water systems
- ✓ Lighting systems
- ✓ Fire and life-safety systems
- ✓ Elevators and vertical transportation
- ✓ Monitoring building operating conditions
- ✓ Coordinating technical services

Maintenance Management

- ✓ The role of maintenance in facilities management
- ✓ Reactive and corrective maintenance
- ✓ Preventive maintenance
- ✓ Planned maintenance
- ✓ Condition-based maintenance
- ✓ Selecting appropriate maintenance approaches
- ✓ Developing maintenance schedules

- ✓ Managing routine maintenance activities

Maintenance Planning and Control

- ✓ Establishing maintenance priorities
- ✓ Work request and work-order management
- ✓ Planning manpower and resources
- ✓ Managing maintenance schedules
- ✓ Monitoring outstanding maintenance requests
- ✓ Managing maintenance backlogs
- ✓ Emergency maintenance requirements
- ✓ Maintaining maintenance records and reports

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Course Outline

✓ DAY 3

Space Management and Facilities Service Delivery

- ✓ Space and Workplace Management
- ✓ Understanding space management
- ✓ Space inventory and classification
- ✓ Assessing occupancy and utilization
- ✓ Identifying underutilized spaces
- ✓ Planning space requirements
- ✓ Improving workplace functionality
- ✓ Managing office moves and space changes
- ✓ Balancing operational needs with available space

Managing Facilities Services

- ✓ Identifying facilities service requirements
- ✓ Managing cleaning and housekeeping services
- ✓ Security coordination
- ✓ Waste management
- ✓ Pest control
- ✓ Landscaping and external areas
- ✓ Reception and workplace support services
- ✓ Monitoring service quality

Contractor and Supplier Management

- ✓ Role of contractors in facilities management
- ✓ Defining service requirements
- ✓ Developing clear scopes of work
- ✓ Contractor selection considerations
- ✓ Service Level Agreements (SLAs)
- ✓ Monitoring contractor performance
- ✓ Managing service quality issues
- ✓ Contractor meetings and performance reviews
- ✓ Managing contractor relationships

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Course Outline

✓ DAY 4

Facilities Safety, Risk and Operational Continuity

- ✓ Safety in Facilities Management
- ✓ Responsibilities of facilities teams for workplace safety
- ✓ Identifying common facility hazards
- ✓ Building access and safe working environments
- ✓ Fire and emergency safety considerations
- ✓ Contractor safety
- ✓ Routine facility inspections
- ✓ Reporting and following up safety issues

Facilities Risk Management

- ✓ Identifying facilities-related risks
- ✓ Assessing likelihood and operational impact
- ✓ Developing basic facility risk registers
- ✓ Prioritizing facility risks
- ✓ Establishing preventive controls
- ✓ Monitoring and reviewing facility risks
- ✓ Managing incidents and recurring operational issues

Emergency Preparedness and Service Continuity

- ✓ Understanding facility emergency requirements
- ✓ Identifying critical facility services
- ✓ Preparing for utility and equipment failures
- ✓ Managing power, water, HVAC, and other service interruptions
- ✓ Emergency communication and escalation
- ✓ Roles and responsibilities during facility emergencies
- ✓ Recovery of normal facility operations

Improving Facility Reliability

- ✓ Identifying recurring facility problems
- ✓ Understanding causes of repeated failures
- ✓ Improving preventive actions
- ✓ Monitoring critical equipment
- ✓ Reducing unplanned disruptions
- ✓ Improving coordination between operations and maintenance teams

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Facilities Planning and Infrastructure Management Excellence

Course Outline

✓ DAY 5

Facilities Cost Control and Performance Excellence

- ✓ Facilities Cost Management
- ✓ Understanding major facilities operating costs
- ✓ Maintenance and repair costs
- ✓ Utilities and service costs
- ✓ Contractor and outsourced service costs
- ✓ Preparing facilities budget requirements
- ✓ Monitoring actual versus planned expenditure
- ✓ Identifying unnecessary costs
- ✓ Cost-saving opportunities in facilities operations
- ✓ Balancing cost, service quality, and reliability

Facilities Performance Measurement

- ✓ Why facilities performance should be measured
- ✓ Establishing facilities KPIs
- ✓ Maintenance completion rates
- ✓ Response and resolution times
- ✓ Preventive maintenance compliance
- ✓ Facility availability
- ✓ Service quality

- ✓ Space utilization
- ✓ Contractor performance
- ✓ User satisfaction
- ✓ Cost-performance indicators

Facilities Reporting

- ✓ Developing effective facilities reports
- ✓ Daily, weekly, and monthly reporting
- ✓ Maintenance status reporting
- ✓ Tracking outstanding issues
- ✓ Contractor performance reporting
- ✓ Using dashboards and simple performance reports
- ✓ Communicating facilities performance to management

Continuous Improvement in Facilities Management

- ✓ Identifying operational performance gaps
- ✓ Analyzing recurring facility issues
- ✓ Prioritizing improvement opportunities
- ✓ Improving maintenance processes
- ✓ Improving service delivery
- ✓ Improving coordination with contractors
- ✓ Establishing improvement actions and responsibilities
- ✓ Monitoring improvement results

Developing a Facilities Improvement Action Plan

- ✓ Reviewing current facility performance
- ✓ Identifying priority improvement areas
- ✓ Defining required actions

- ✓ Assigning responsibilities
- ✓ Setting realistic timelines
- ✓ Establishing follow-up measures
- ✓ Maintaining continuous facilities improvement

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 17, 2027	Oct. 21, 2027	5 days	4250.00 \$	KSA , Riyadh
Jan. 4, 2027	Jan. 8, 2027	5 days	4250.00 \$	UAE , Dubai

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