



Project & Contract Management

Facilities Management Excellence

Course Introduction

In an era where organizations increasingly adopt shared services models, effective facilities management becomes critical to ensure seamless service delivery and operational efficiency. This course provides a comprehensive overview of shared services in the context of facilities management, exploring key concepts, strategic planning, and best practices. Participants will gain insights into the unique challenges faced in shared services environments and learn how to implement strategies that enhance user experience and drive organizational success.

Target Audience

- Facilities Managers
- Shared Services Leaders
- Project Managers
- Risk and Compliance Officers
- Data Analysts

Learning Objectives

- Understand the concept of shared services and its operational significance within organizations.
- Recognize how effective facilities management supports the delivery of shared services.
- Analyze common challenges faced in managing facilities in shared services environments.
- Utilize techniques for evaluating facility requirements specific to shared services.
- Apply best practices for optimizing shared spaces and resources.
- Align sustainability initiatives with organizational goals in shared services.

- Implement Integrated Facilities Management (IFM) practices to improve efficiency and coordination.
- Understand health and safety standards, develop crisis management plans, and identify risks.
- Create and manage budgets, identify cost-efficiency strategies, and evaluate capital investments.
- Apply user-centric design principles and establish feedback mechanisms for continuous improvement.
- Utilize data analytics to support decision-making and develop performance metrics specific to shared services.
- Review successful examples of shared services facilities management and engage in collaborative problem-solving workshops.

Course Outline

• Day 01

Module 1: Introduction to Shared Services Facilities Management

- Understanding Shared Services: Defining shared services and their operational significance.
- Role of Facilities Management in Shared Services: How effective facilities management supports shared service delivery.
- Key Challenges: Identifying common challenges faced in managing facilities in shared services.

Module 2: Strategic Facilities Planning for Shared Services

- Needs Assessment in Shared Services: Techniques for evaluating facility requirements specific to shared services.
- Space Utilization Strategies: Best practices for optimizing shared spaces and resources.
- Sustainability in Shared Services: Integrating sustainability practices aligned with organizational goals.

• Day 02

Module 3: Operational Excellence in Facilities Management

- Integrated Facilities Management (IFM): Implementing IFM practices to enhance service efficiency and coordination.
- Maintenance Management: Developing and managing preventive and predictive maintenance programs.
- Technology Integration: Utilizing technology to improve operational efficiency and service delivery.

Module 4: Compliance and Risk Management

- Health and Safety Standards: Understanding compliance requirements specific to shared services.
- Crisis Management Planning: Developing emergency preparedness and response strategies.
- Risk Assessment and Mitigation: Identifying risks and implementing strategies to mitigate them.

• Day 03

Module 5: Financial Management in Shared Services Facilities

- Budgeting for Shared Services: Creating and managing budgets tailored to shared services operations.
- Cost-Efficiency Strategies: Identifying opportunities for cost reduction without compromising service quality.
- Evaluating Capital Investments: Techniques for assessing ROI on facilities-related expenditures.

Module 6: Enhancing User Experience and Engagement

- User-Centric Design Principles: Designing facilities that enhance user satisfaction and productivity.
- Feedback Mechanisms: Establishing effective channels for user feedback and continuous improvement.
- Community Building: Strategies for fostering collaboration and engagement among shared services staff.

• Day 04

Module 7: Data-Driven Decision Making

- Leveraging Data Analytics: Utilizing data to support decision-making in facilities management.
- Performance Metrics and KPIs: Developing key performance indicators specific to shared services facilities.

- Predictive Maintenance Strategies: Implementing data-driven maintenance practices for improved operational efficiency.
- **Day 05**

Module 8: Case Studies and Best Practices

- Successful Shared Services Facilities Management Examples: Analyzing case studies of best practices in shared services.
- Collaborative Problem-Solving Workshops: Group exercises addressing real-world challenges in facilities management.
- Expert Insights: Learning from industry leaders and their experiences in shared services facilities management.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 7, 2025	July 11, 2025	5 days	4250.00 \$	UAE - Dubai
Sept. 28, 2025	Oct. 2, 2025	5 days	2150.00 \$	Virtual - Online