



# FACILITIES MANAGEMENT

An update on current best practice in FM

[www.zohlgroup.com](http://www.zohlgroup.com)

**COURSE CODE:** T-ENGR-07 **LEVEL:** Basic to Intermediate

**LANGUAGE:** Bahasa & English

## OVERVIEW

This intensive 2-day training course in Facilities Management has been designed to cover the essential aspects of Facilities Management and how Facilities Managers can become more effective in their roles and their companies. By completing this training course, delegates will be able to develop an understanding of the role of what the Facilities Manager does and the requirements of FM within the organisation.

## OBJECTIVES

Depending on the particular focus required, this program will give participants:

- An update on current best practice in FM
- Greater awareness of the customer / financial / organisational context in which the FM function operates
- A complete view of the role and responsibilities of the FM function
- Practical advice and guidance on selection and management of suppliers
- Greater awareness of health and safety compliance issues, risk management and business continuity
- An appreciation of the importance and benefits of good project management

## LEARNING OUTCOMES

Main learning outcomes of this Facilities Management course :

- ⇒ To identify the skills and competencies required by a facilities Manager
- ⇒ To develop the required ability to implement best practice FM operations
- ⇒ To understand the various risks and safety issues within FM
- ⇒ To implement and manage maintenance programs
- ⇒ To manage and control contractors' performance and costs

## COURSE DURATION

2 days (9am—5pm)

Tea Breaks: 10:30am & 3:30pm | Lunch: 1:00pm-2:00pm

**Note :** Please contact our office for Training Date or visit our website for details ([www.zohlgroup.com](http://www.zohlgroup.com))

## METHODOLOGY

This program will be conducted with:

- Interactive Lecturers | PowerPoint presentation
- Discussions | Practical Exercise
- Role Play | Case Study

## TARGET AUDIENCE

The course is applicable for beginners in the industry as well as those practitioners with limited experience in the field. It is also applicable for staff working in an FM environment as well as existing facilities managers.

## LOCATION

Mindset Discovery Center™@ZOHL, M2-6-08, Level 6, 8trium Tower 2, Bandar Sri Damansara, Kuala Lumpur (other Regions please contact our office)

## COURSE CONTENT

### MODULE 1 - ROLE OF THE FACILITIES MANAGEMENT TEAM WITHIN THE ORGANISATION

- Overview of FM
- Understanding the importance of FM
- Expectations of FM
- Facilities Needs Assessment
- Defining Hard and Soft services
- Core Competencies of an FM professional

### MODULE 2 - KEY ELEMENTS OF FACILITIES MANAGEMENT

- Understanding the organisational goals and objectives
- Understanding Support Services
- Managing People and Resources
- Managing Premises
- Managing Contractors on a daily basis
- Managing the Working Environment

### MODULE 3 - HEALTH, SAFETY, ENVIRONMENTAL AND WORKPLACE LEGISLATION

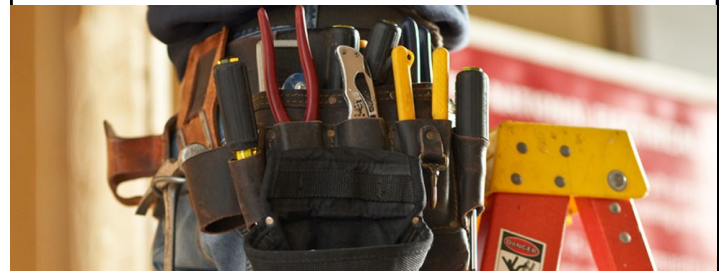
- Health and Safety at Work
- Handling workplace law
- Understanding sustainability and environmental issues
- Environmental efficiency
- Risk Assessment
- Risk Mitigation

### MODULE 4 - MAINTENANCE AND REPAIRS

- Preventative Maintenance Management
- Heating, Ventilation and Air Conditioning (HVAC) Maintenance
- Lifts and Escalators Maintenance
- Risk Based Maintenance
- Corrective Maintenance
- Emergency Corrective Maintenance

### MODULE 5 - MANAGEMENT AND CONTROL

- Managing Internal Customer Service and Expectations
- Managing Risk
- Controlling Costs
- Service Level Agreements
- Contractors' Performance
- Space Management



Customized In-House Training Program is available in the following areas:

**Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Entrepreneurship | Soft Skills | Engineering | Telecoms | IT**

CALL US FOR DETAILS or VISIT OUR WEBSITE AT [WWW.ZOHLGROUP.COM](http://WWW.ZOHLGROUP.COM)

Sebarang pertanyaan sila hubungi Cik Niesa

**ZOHL Consultancy Sdn Bhd** (332967-D)(GST ID:000327831552)

M2-15-02, Level 15, 8trium Tower 2, Jalan Cempaka SD 12/5

Bandar Sri Damansara, 52200 Kuala Lumpur

T: 03.6279.9276 F: 03.6279.0663 HP: 013.398.1038 E: [plbk@zohlgroup.com](mailto:plbk@zohlgroup.com)



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CIDB

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## COURSE FEE

### KUALA LUMPUR

With Green Card: RM500.00 per person

Without Green Card: RM600.00 per person

### SEMENANJUNG (other than KL)

With Green Card: RM600.00 per person

Without Green Card: RM700.00 per person

### SABAH & SARAWAK

With Green Card: RM700.00 per person

Without Green Card: RM800.00 per person

(Fee inclusive of Course Material, Attendance Certificate, and Meals)

## CERTIFICATE

Participants will be issued a Certificate of Attendance/ Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.

## CIDB CCD Points

20 (for CIDB-Registered Companies)

## REGISTRATION METHOD

1. **Online:** [http://zohlgroup.com/cidb\\_registration/](http://zohlgroup.com/cidb_registration/) **OR**
2. Download this brochure at: <http://zohlgroup.com/all-brochures/> and fill up the required information. Then please fax to: 03.6279.0663
3. Or contact our office at: 03.6279 9276 / 013.398.1038

## FACILITATOR

**Sathy Vel Naidu** - Sathy has more than 25 years of experience in the Mechanical and Electrical (M&E) industry. Over the span of his career he has gained significant knowledge in project management, electrical systems troubleshooting & maintenance, and systems design & engineering. In addition to managing projects he has also started sharing his knowledge through training services under ZOHL Technical Programs.



### Education:

- ◇ Electrical Chageman License
- ◇ Certificate in Westinghouse Electrical Systems
- ◇ Power Systems Auditor for Procter & Gamble
- ◇ Radiation Safety Training for Honeywell TDC 3000

### Experience:

- ◇ Electrical Technician for Hitachi Electronics Devices Singapore
- ◇ Testing & commissioning supervisor for Toyo Engineering
- ◇ Asst Engineer for FPG Oleochemicals Sdn Bhd
- ◇ Maintenance Manager FPG Oleochemicals sdn Bhd
- ◇ Engineering Director at Pakat Perkasa Sdn Bhd
- ◇ Lightning & Earthing Protection Systems Trainer for Celcom
- ◇ Electrical Trainer for Leighton Offshore
- ◇ Technical Trainer @ZOHL

\*Note: Trainer availability is subject to change

## REGISTRATION FORM

Participant : \_\_\_\_\_

Position : \_\_\_\_\_

IC No: \_\_\_\_\_

**Note:** please duplicate this page for multiple participants' registrations

Green Card No: \_\_\_\_\_ (only if it is applicable)

CIDB Grade G : \_\_\_\_\_ (only if it is applicable)

Training Date: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact Person: \_\_\_\_\_

Position: \_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Company Website: \_\_\_\_\_

## PAYMENT

CASH: RM \_\_\_\_\_ **OR**

CHEQUE No: \_\_\_\_\_

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to [plbk@zohlgroup.com](mailto:plbk@zohlgroup.com)

\*Please make your cheque payable to:

**ZOHL Consultancy Sdn Bhd**



Account No:  
**514392303373**

Signature & Company Stamp

### Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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