



FACILITIES MANAGEMENT

An update on current best practice in FM

www.zohlgroup.com

COURSE CODE: NT-MG-05 **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)

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, Bandar Sri Damansara, Kuala Lumpur or Client's Preferred Location or selected venue in the Region(s)

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

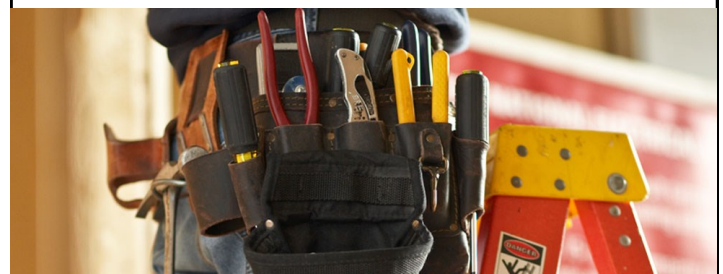
- Health and Safety at Work
- Handling workplace law
- Understanding sustainability and environmental issues
- Environmental efficiency
- Risk Assessment
- Risk Mitigation

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 | HSE | Engineering | Telecoms | IT

CALL US FOR DETAILS or VISIT OUR WEBSITE AT WWW.ZOHLGROUP.COM

Sebarang pertanyaan sila hubungi Cik Niesa

ZOHL Consultancy Sdn Bhd (332967-D)(SST ID: W10-1810-32000429)

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



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CIDB

www.zohlgroup.com

COURSE FEE

Peninsular Malaysia

- **With Green Card: RM530.00** per person incl. 6% SST
- **Without Green Card: RM636.00** per person incl. 6% SST

Sabah & Sarawak

- **With Green Card: RM636.00** per person incl. 6% SST
- **Without Green Card: RM742.00** per person incl. 6% SST

(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/ **OR**
2. Download this brochure at: <http://zohlgroup.com/cidb-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 Chargeman 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: _____

Training Venue: _____

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

*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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