



Delivery Cost-Effective FM Services

1-day course

Aim

FM costs varies in different organisations but usually the mean cost is around 10% of the organisation's total revenue budget. Depending on the activity and size of the organisation this percentage can vary plus or minus significantly.

Always and constantly, FM managers are under pressure to justify expenditure by justifying the benefit that this expenditure brings to their organisations Core Business.

The course will enable the Facilities Managers to better articulate the make up of FM costs to their organisation and demonstrate true value for money. To enable this Facilities Managers need to understand what costs are within their control, which costs can be altered without adverse impact on quality of services and determine costs that are essential to the effective managing of the whole organisation.

Objectives

By the end of this course, you will be able to understand:

How the specification affects costs

How to determine what is truly important to your organisation

Control specification creep whilst dealing with competing user demands

Confidently manage service delivery & control costs

Key cost drivers

How to justify or reduce costs

Develop cost plans that are both realistic & sustainable

Description

This 1-day course explores 3 key areas to help with this key Management challenge.

1. The Specification.

Understanding how the specification affects costs. How to determine what is truly important to your organisation. How the Facilities Manager can control specification creep whilst dealing with competing user demands.

2. Contract Management.

FM Services whether delivered in-house, outsourced as a single or bundled contract, TFM or PFI arrangement need to be managed. How can FMs confidently manage service delivery & control costs under different contracting scenarios.

3. Key cost drivers.

In financially challenging times FMs are increasingly being tasked by their organisations to justify or reduce costs which can lead to a decline in quality of service & customer

satisfaction as well as low staff morale. This course looks at the key issues which drive FM costs. With this understanding FMs can develop plans which are both realistic & sustainable.

This course is delivered by a trainer who is hands on with excellent track record of delivery in operational & strategic FM services with experience across multiple sites in culturally & politically challenging environments.

Programme

09:30 Introduction

Course objectives
How building work
Typical FM make up & Costs
Team exercise
Operation and Maintenance Strategy
The bathtub curve
Life Cycle Costs

How much should FM cost?

Main factors affecting cost
Benchmarking as a tool
Determining your budgets
Fixed and Variable costs
Space as a cost driver
Are there savings to be made?
VFM Team exercise

11:00 Break

11:15 The Specification and its impact on cost

Review of service standards who sets them?
Input or Output
Review of Utilities, Catering, Waste and other FM Service for cost efficiencies

12:30 Lunch

13:30 Sustainability Opportunities

Contracting

- Factors affecting the Service Model
- The tendering process
- Contractor Selection and negotiation

Team exercise Workshop:
Determining Essential and Desirable
Criteria in the tendering process

15:00 Break

15:15 Contract Management

- Managing Specification creep
- Measuring Performance
- Building positive relations with your provider
- Team Exercise – Development of meaningful

FM Measures

16:45 Course Summary

- Key learning points
- Workshop evaluation

17:00 Workshop Close

How do I book?

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