Facilities operations and maintenance are a major part of any business in today’s global market. The cost of operations and maintenance is typically second only to an organization’s personnel salaries, and is about three to five times the cost of design and construction. Operations and maintenance functions comprise the majority of the operations that must be managed on a day-to-day basis. By providing best practices in O&M service, you can increase customer satisfaction and enhance the value of the facility and the facility department.

Those who could benefit from this training program include:

- Individuals who have recently taken on the role of providing the first level of leadership to a team that has responsibility for one or more aspects of facility management.
- Individuals who have some technical trade or office work experience and want to explore the field of facility management.
- Individuals who are in charge of managing the contracts for facility management related services.
- Individuals who are new to the field of facility management with little or no technical background.

**Workshop 1: Introduction to Operations and Maintenance (2 hours)**

This workshop introduces major concepts of operations and maintenance and in-depth O&M knowledge. It also addresses how proper planning can increase productivity and reduce costs.

**Learning Objectives:**

- Describe the basic terms and definitions associated with the operations and maintenance of a building.
- Compare the differences between reactive and preventive maintenance and associated maintenance techniques.
- Identify the basic functions of O&M: housekeeping services, utilities and consumption, and maintenance.

**Workshop 2: The Basics of Building Systems (5 hours)**

This workshop introduces basic knowledge on building systems, including maintenance programs.

**Learning Objectives:**
• List and describe basic building systems: foundations, structure, exterior, mechanical, electrical, plumbing, fire protection and site systems.
• Explain the operational activities associated with each building system.
• Identify where to apply maintenance programs to each building system.

**Workshop 3 – The Application of Technology in Operations and Maintenance (3.0 hours)**

This workshop introduces basic knowledge on select building systems technology.

**Learning Objectives:**

• List and describe the basic terms and definitions associated with work management in buildings: Computerized Maintenance Management Systems (CMMS) and Integrated Work Management Systems (IWMS).
• Describe basic building operating systems: Building Management Systems (BMS) and Energy Management Systems (EMS).
• Explain how these technologies aids in accomplishing work.

**Workshop 4 – The Implications of Health and Safety in Managing Buildings (3.0 hours)**

This workshop introduces basic knowledge on how to effectively provide a satisfactory work environment that is safe, reliable, secure and consistent with existing regulations and standards.

**Learning Objectives:**

• Learn the relationship between the processes and procedures for occupant health, safety and comfort, and the operation and maintenance of buildings.
• Explain the need for processes and procedures for personal safety and occupant safety in facility services; use of Personal Protective Equipment (PPE), material safety data, handling of hazardous materials, lock-out tag-out, emergency preparedness and other safety procedures.
• Identify basic health and safety regulations associated with the operation of buildings.