Operations and Maintenance Course

Operations and Maintenance: The primary role of facility managers is to manage/oversee an operating facility. To do this, facility managers must have a working knowledge of building systems, structure, interiors and exteriors, and grounds. FMs must ensure that the facility and all of its required systems function efficiently, reliably, safely, securely, and in a manner consistent with existing regulations and standards. Effective operation and maintenance of facilities is a complex responsibility in today's environment. View course table of contents below.

Operations and Maintenance

Introduction

Chapter 1: Introduction to Operations and Maintenance
  Topic 1: Operations and Maintenance Overview
  Topic 2: Begin with a Plan

Chapter 2: Assess Facility Needs
  Topic 1: Assess Condition of Building Structure
  Topic 2: Assess Exterior Structures and Elements
  Topic 3: Assess Condition of Building Systems
  Topic 4: Assess Interior Furnishings, Fixtures and Equipment
  Topic 5: Assess Grounds

Chapter 3: Manage/Oversee Operations and Maintenance of Building, Systems and Equipment
  Topic 1: Acquire Systems, Materials and Equipment
  Topic 2: Install Systems, Materials and Equipment
  Topic 3: Maintain Systems, Materials and Equipment
  Topic 4: Operate Building Systems and Equipment
  Topic 5: Replace Systems, Materials or Equipment

Chapter 4: Manage/Oversee Occupant Services
  Topic 1: Recognize Required Occupant Services
  Topic 2: Develop Usage and Service Level Guidelines
  Topic 3: Prepare and Execute Modifications to Occupant Services

Chapter 5: Select the Best Resources
  Topic 1: Develop Maintenance and Occupant Service Specifications
  Topic 2: Select Competent Service Providers (Staff or Contract)
  Topic 3: Negotiate Service Level Agreements
Topic 4: Monitor Work/Service Performance
Topic 5: Resolve Contract Disputes

Chapter 6: Measure Operations and Maintenance Performance

Topic 1: Determine Life-Cycle Cost
Topic 2: Monitor Use and Performance of Facilities
Topic 3: Monitor Occupant Satisfaction