



Dikago Facilities Solutions

Facilities Management Courses

IFMA Accredited Courses



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Registered and
accredited by :








BOTSWANA
Qualifications Authority

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What you **get** from the DFS training:

-  Introduction and exposures to facilities management trends including sustainability and facilities management technology.
-  90-page rich course/ student manual which will be your lifetime reference book.
-  Facilities management certificate and assistance in joining professional facilities management bodies including BOFMA, IFMA and IWFM
-  Interaction with international experts and speakers from around the world during the course, who are DFS collaboration partners
-  IFMA approved courses which are tried, tested, and refined over several years with material applicable globally.

Why enrol with Us:



-  Trained by an IFMA Registered Facilitator and also IWFM certified (both world's largest facilities management associations).
-  Trained by Facilitator with both local and international facilities management experience across diverse industries including banking, education, broadcasting and government
-  We are available to make presentations, show student material, and get the opportunity of interacting with our lead instructor

Training Fees

BWP 6,500.00 In person

BWP 5,000.00 Virtual

+ BWP 600.00 get IFMA membership for a year

We also conduct group trainings at facilities and client's premises








01 Introduction to Facility Management

In this course, facility managers will be introduced to key concepts of facility management that range from the role they play in the organization to the skill sets and competencies required to effectively perform their work

Learning Objectives:

After you complete this course, you will be able to:

-  Describe the four basic functions of facility management
-  Describe the responsibilities for a facility manager
-  Identify the technical skills and business skills a facility manager must have to solve customer requirements
-  Recognized examples of what a facility manager manages in the workplace for each of the basic functions of facility management
-  Understand the 11 facility management competencies as defined by IFMA: what they are, why they are important, and how each competency helps the facility manager.



02

Supervisory Roles in Facility Work Management

In this course, facility managers will gain an understanding of the facility supervisor's "work management" role in the organization – particularly concerning time and resource management, productivity, decision-making, communication and leadership.

Learning Objectives:

After you complete this course, you will be able to:

- Describe decision-making strategies for facility work management.
- Understand communication strategies for facility supervisors.
- Recognize the benefits of using Management by Walking Around (MBWA)
- Understand the benefits of planning and scheduling work
- Describe planning and scheduling strategies for facility work management.
- Identify examples of "efficiencies" that can be found utilizing work productivity.



03

Applying Work Management to Building Systems

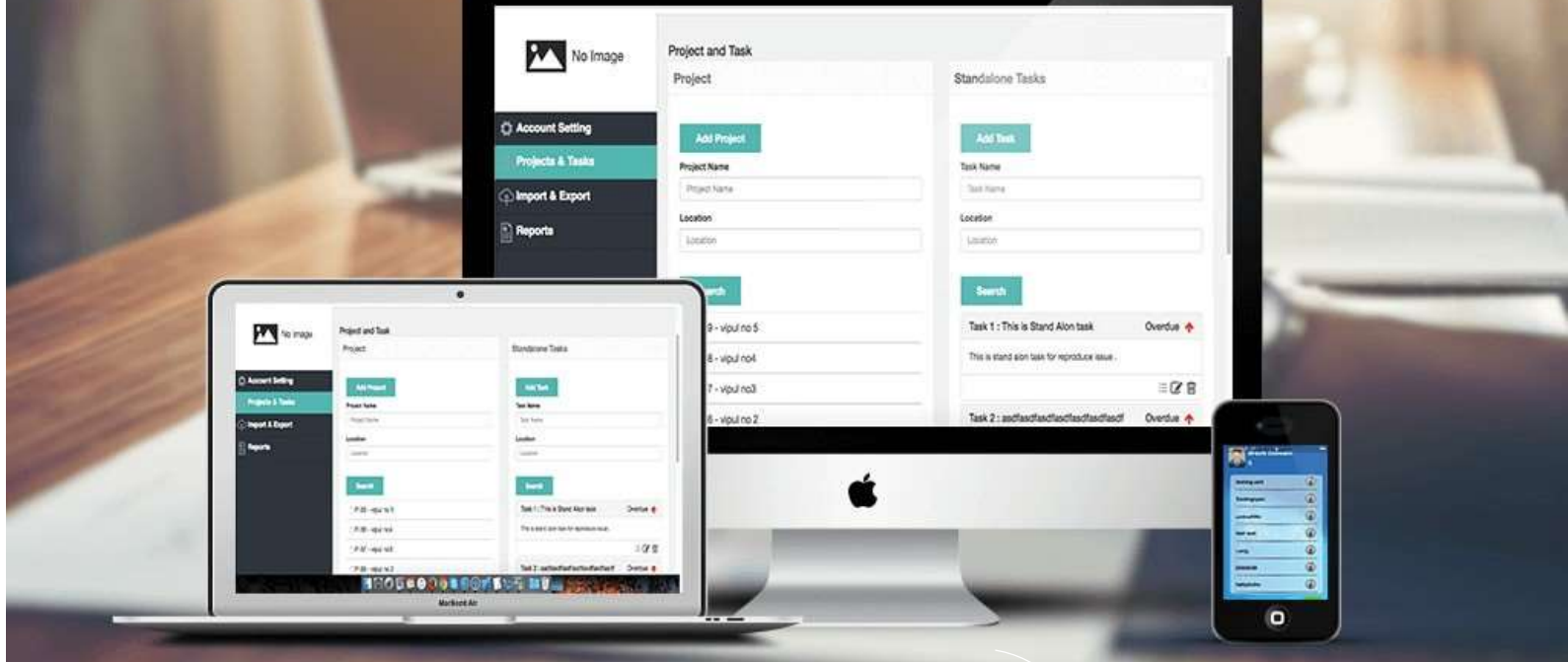
The different types of facility work are discussed along with the various work management programs used to perform work tasks. In addition, key principles of planning and scheduling work are explained. Finally, this workshop covers the basics of metrics and key performance indicators (KPIs) used in facility work management.

Learning Objectives:

After you complete this course, you will be able to:

- Identify the four elements of the Reliability Centered Maintenance (RCM) strategy
- Describe at least four different types of equipment and building system failure modes
- Understand how criticality codes for building equipment can help prioritize work.
- Understand the benefits of using work performance standards

- Describe examples of facility work processes
- Understand the benefits of using standard inspection processes in facility work
- Describe the guiding principles for planning and scheduling work.
- Identify the five process steps for planning and scheduling work
- Understand how Key Performance Indicators (KPIs) serve as a useful work management tool



04

Work Management Tools in Facility Management

In this course, facility managers will receive a general overview of each of the major building systems to identify when building equipment is being serviced properly, and better understand how to manage the personnel who attend the building equipment.

Learning Objectives:

After you complete this course, you will be able to:

- Understand how productivity can be used as a tool .
- Identify the three types of work productivity.
- Describe how facility work productivity data can be misused .
- Understand ways to calculate work productivity.
- Identify examples of what a spreadsheet can do for facility work management .
- Identify the benefits of using an electronic calendar in facility work management
- Describe the function of at least two modules found in typical computer maintenance management system (CMMS) software.
- Describe the key process steps in the work task life cycle.
- Understand what questions to ask when experiencing obstacles to getting work tasks accomplished in order to find solutions.
- Describe the importance of accurate data input to the CMMS
- Understand the benefits of using metrics as a facility work management tool.



05

Managing Contractors in Facility Management

In this course, facility managers will review different types of facility contracts and how to use them to enhance the FM Function, addressing the steps necessary to write a request for proposal and ways to achieve successful partnerships with service providers.

Learning Objectives:

After you complete this course, you will be able to:

- Understand the facility management services that are typically found on service contracts.
- Identify three types of service contracts.
- Understand how outcome-based facility service contracts are different than traditional contracts. .
- Identify at least two questions that will help determine which facility services should be outsourced.
- Describe the four steps needed to write a facility service Request for Proposal (RFP).
- Understand how to evaluate facility service provider's proposals.
- List up to four members who could be part of the service contract administration team
- Identify the main difference between Quality Control (QC) and Quality Assurance (QA).
- Understand the benefits of monitoring facility service contracts
- Describe how partnering works in facility service contracts
- Understand the benefits of monitoring facility service contracts












06

Managing and Tracking Customer Relations in Facility Management

In this course, facility managers will gain an understanding of how to meet customer expectations and increase client satisfaction, addressing different methods of collecting customer feedback and techniques for processing both positive and negative customer feedback.

Learning Objectives:

After you complete this course, you will be able to:

-  In the context of facility management, list at least three ways to satisfy customers.
-  Discuss how metrics can be used to help meet customer expectations.
-  Identify at least three questions that should be asked in order to better manage customer expectations.
-  List at least two ways FM organizations can better manage customer service.
-  State at least two valid and reliable outcomes that customer surveys must have.
-  Identify at least two common mistakes that are made when using customer surveys
-  Describe how gaps identified from customer survey results can help improve facility services.
-  Describe ways in which an FM organization should deal with positive and negative customer feedback.
-  State the key process steps in a continuous improvement model



07

Introduction to Operations and Maintenance

In this course, facility managers will be introduced to key concepts of FM operations and maintenance.

Learning Objectives:

After you complete this course, you will be able to:



Understand facility activities; and match each group of facility activities to the correct principle area of facility operation

List at least three common preventive maintenance practices on building systems

Describe situations where lack of maintenance led to business interruptions

Describe at least three predictive maintenance techniques used to forecast operational failures

Identify facility expenses, and which are operations and maintenance costs and which are capital costs

Given a component, look up its Estimated Useful Life (EUL) for budget planning purposes

Write down, in your own words, what facility "operations" means • Write down, in your own words, what facility "maintenance" means



08 The Basics of Building Systems

In this course, facility managers will receive a general overview of each of the major building systems to identify when building equipment is being serviced properly, and better understand how to manage the personnel who attend the building equipment.

Learning Objectives:

After you complete this course, you will be able to:

- Identify areas exterior to a building that should be part of a building site's maintenance plan.
- Identify the design, installation, and maintenance requirements for a roofing system.
- Describe what needs to be maintained in order to maximize capabilities of HVAC systems
- Describe ways to maintain a facility's electrical system.
- Understand strategies that help address plumbing system problems.
- Understand how to properly maintain fire protection systems. .
- Identify what activities will help maintain telecommunications equipment and software
- Describe how to enforce the proper use of elevators (lifts) and escalators



09

The Application of Technology

In this course, facility managers will gain an understanding of software technologies used in FM, including Building Automation Systems (BAS), Energy Management Systems (EMS), Integrated Workplace Management Systems (IWMS) as well as “cloud” and SaaS software applications.

Learning Objectives:

After you complete this course, you will be able to:

- Describe the benefits and challenges of using facility automation technology for facility management.
- Describe the benefits of using Building Automation Systems (BAS) and what to consider before purchasing BAS equipment. .
- Describe the capabilities of advanced Energy Management Systems (EMS).
- Understand how a facility can limit the demands of electrical energy consumption.
- Identify the benefits of using Integrated Workplace Management Systems (IWMS) in a facility and what to consider before purchasing IWMS applications.










10



The Implications of Health and Safety in Managing Buildings

In this course, facility managers will learn how health and safety affect occupants and FM operations, addressing the standards and processes for conducting related risk assessments.

Learning Objectives:

After you complete this course, you will be able to:

-  Describe the steps used in the risk assessment process for the health and safety of building occupants
-  Identify ways building occupants can receive fire and life safety training.
-  Identify the leadership role recommended for a facility's emergency response team
-  Understand what should be included in a contingency plan for a facility-related emergency.
-  Identify potential hazards that require personal protective equipment (PPE).
-  Identify types of PPE used to protect the human body in hazardous situations
-  Describe sources of hazardous energy that require lockout/tagout (LOTO) procedures

-  Understand the latest standard used to communicate information about hazardous materials to building occupants.
-  manager's participation in the development of ISO standards may benefit the facilities he/she manages.