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COURSE BROCHURE

Essential Facility Management Training Course for New FM Supervisors

12 – 16 April 2027
Milan

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Registered in the United Kingdom and Saudi Arabia

Essential Facility Management Training Course for New FM Supervisors

Ref: 664_24772 **Date:** 12 – 16 April 2027 **Location:** Milan **Fees:** 7200 GBP

Essential Facility Management is a 1-week training course for new facility managers and building supervisors who take charge of a site's hard and soft services, and who leave with a facility services plan for their building. Occupants now judge a workplace by uptime, cleanliness and response times, so supervisors must run services with discipline from their first month. Jupiter Prime Training offers this course to supervisors stepping into their first site role.

Why Essential Facility Management Matters Now

Ageing building plant, outsourced service contracts and occupants who expect quick fixes through a helpdesk now meet on the desk of the newly appointed supervisor. A site run well keeps chillers, lifts and fire systems available, keeps cleaners and security teams aligned with occupant needs and spots safety hazards before they become incidents. A site run poorly drifts into reactive repairs, disputed invoices and complaints that reach senior leaders. The course rests on ISO 41001 Facility Management Management Systems, which links service delivery to organisational demand, together with established maintenance strategy and service level models.

Who Gains Most from Essential Facility Management

- Supervisors newly responsible for planned and reactive maintenance of building plant
- Coordinators who oversee cleaning, security, catering and reception contractors
- Site leads who log, prioritise and close occupant requests through a helpdesk
- Engineers moving from a technical trade into a first people and contract role
- Officers who carry day-to-day health and safety duties for a building

A facilities department gains most when several new supervisors attend together and adopt one way of running their sites.

Essential Facility Management Capabilities

The outcomes follow a supervisor's first year on site, from service mapping to contractor scorecards.

- Map hard and soft services against occupant demand — setting service priorities for the site
- Choose between reactive, planned and condition-based maintenance — shaping the maintenance budget request
- Specify service level agreements and key performance indicators — holding contractors to measurable delivery
- Apply permit-to-work and risk assessment basics — protecting occupants, visitors and contractor staff
- Calculate helpdesk response and first-time fix rates — informing monthly reports to the building owner

- Build a facility services plan for one building — giving the line manager a clear operating route

Key Essential Facility Management Terms

- Hard services — The fabric and engineering systems of a building such as electrical, mechanical, lifts and fire protection.
- Soft services — Occupant-facing services such as cleaning, security, reception and catering.
- Planned preventive maintenance — Scheduled servicing of assets at fixed intervals to reduce breakdowns.
- Service level agreement — A contract schedule stating the services a provider delivers and the standard each must meet.
- Permit to work — A written control that authorises hazardous tasks only after isolation and precautions are confirmed.
- First-time fix rate — The share of helpdesk requests resolved on the first visit without a return call.

Essential Facility Management Day by Day

Day 1: The Facility Service Landscape

- ISO 41001 Demand and Supply Logic — Linking Services to Occupant Needs
- Hard and Soft Service Mapping — Deciding Which Services the Site Requires
- Asset Register Basics — Knowing What Plant the Supervisor Owns
- Stakeholder Map for a Building — Separating Owners, Occupants and Contractors
- In-House Versus Outsourced Delivery — Choosing the Right Sourcing Mix

Day 2: Maintenance Strategies for Building Plant

- Reactive, Planned and Condition-Based Maintenance — Matching Strategy to Asset Criticality
- Asset Criticality Ranking — Focusing Effort on Plant That Stops Operations
- Planned Preventive Maintenance Schedules — Balancing Frequency Against Cost and Downtime
- Computer-Aided Facility Management Records — Tracking Work Orders and Asset History
- Lifecycle Replacement Forecasts — Timing Capital Requests for Ageing Equipment

Day 3: Contractor Oversight and Service Levels

- Scope of Works Drafting — Defining What Each Contractor Must Deliver
- Service Level Agreements and Key Performance Indicators — Setting Measurable Standards
- Contractor Site Audits — Verifying Cleaning, Security and Engineering Quality
- Performance Meetings and Corrective Actions — Resolving Repeat Service Failures
- Invoice Validation Against Completed Work — Avoiding Payment for Undelivered Tasks

Day 4: Health, Safety and the Helpdesk

- Risk Assessment Basics for Buildings — Ranking Hazards Facing Occupants and Visitors
- Permit-to-Work and Isolation Controls — Authorising Hot Work and Electrical Tasks
- Fire Safety Routines and Evacuation Drills — Keeping Escape Arrangements Ready
- Helpdesk Request Triage — Assigning Priority and Response Times to Faults
- Response Time and First-Time Fix Metrics — Reporting Helpdesk Results Upward

Day 5: Practising the Facility Services Plan

- Service Mapping Exercise for a Mixed-Use Building — Applying Day One Methods
- Maintenance Strategy Selection for Critical Plant — Testing Criticality Rankings
- Contractor Scorecard Design — Applying Service Level Measures to a Live Contract
- Safety and Helpdesk Routines Review — Closing Gaps in Daily Site Controls
- Facility Services Plan Completion — Presenting the Site Operating Route

Applying Essential Facility Management After the Course

- Rank the site's plant by criticality and adjust the planned preventive maintenance schedule for the top ten assets.
- Run a first contractor performance meeting using a scorecard built on agreed service levels and helpdesk metrics.

Essential Facility Management Questions FAQ

What is essential facility management and why does it matter now?

Essential facility management is the daily running of a building's hard and soft services so occupants stay safe and productive. It matters now because ageing plant, outsourced contracts and helpdesk expectations all land on new supervisors from their first week.

Which roles gain most from essential facility management training?

New supervisors and junior facility managers gain most. That includes engineers moving into contract roles and coordinators overseeing service providers.

How does essential facility management differ from a strategic facilities planning course?

Essential facility management focuses on running one site well today. A strategic planning course looks at portfolio space forecasts, workplace strategy and long-term property decisions.

What do you bring back from essential facility management training?

You bring back a facility services plan for your building. It sets out services, maintenance strategy, contractor service levels, safety routines and helpdesk metrics.

Essential Facility Management: The Way Forward

The facility services plan first informs how a supervisor splits the budget between planned maintenance and contractor services. Line managers, contractors and helpdesk staff use it as the shared reference for priorities and standards. After its first quarter in use, supervisors gain by revisiting asset criticality and service levels against the complaints and breakdowns actually recorded on site.