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COURSE BROCHURE

Advanced Facilities Management Strategy Training Course

22 March – 2 April 2027
New York

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Registered in the United Kingdom and Saudi Arabia

Advanced Facilities Management Strategy Training Course

Ref: 231_7201 **Date:** 22 March – 2 April 2027 **Location:** New York **Fees:** 17000 GBP

Facilities Management Strategy is a 2-week advanced training course for facilities managers, heads of property operations and FM contract leads, built around one work product, a facilities strategy and service plan for a real portfolio. Occupiers now expect flexible workplaces, lower running costs and measurable service quality from the same estate, so the way FM is sourced, specified and funded shapes business performance. Jupiter Prime Training delivers this course on Facilities Management Strategy.

Why Facilities Management Strategy Matters Now

Three forces are reshaping the estate. Hybrid working has changed how much space occupiers need and how they use it. Energy and labour costs have raised the price of every service hour. Building owners, occupiers and service providers now negotiate outcomes rather than inputs, which moves FM from a cost line into a lever for productivity and asset value. An organisation that sets a clear FM strategy aligns its sourcing, space and maintenance decisions; one that does not pays for duplicated contracts and unused floors. The course rests on ISO 41001 for facility management systems and on recognised practice in integrated FM contracting.

Who Gains Most from Facilities Management Strategy

- Leaders accountable for the service model and sourcing route of a building portfolio
- Contract leads who specify, tender and manage soft and hard FM services
- Property operations heads who balance occupier demand against running cost
- Workplace and space planners who decide how floors are allocated and reconfigured
- Maintenance leads who set planned and reactive maintenance priorities across sites

A property or estates department gains most when its operations, contracts and workplace leads attend together and leave with one shared view of the portfolio.

Facilities Management Strategy Capabilities

Participants leave able to connect each FM service decision to occupier needs, contract terms and the cost of running the estate.

- Assess the current FM operating model against occupier and owner requirements — sourcing route decision
- Design a service delivery model mixing in-house, bundled and integrated contracts — executive sponsors
- Specify output-based KPIs and SLAs with credible measurement methods — contract managers and suppliers
- Calculate whole-life FM budgets and benchmark cost per square metre — finance partners
- Weigh space utilisation evidence to consolidate or reconfigure floors — workplace planners

- Build a maintenance strategy that balances planned, reactive and condition-based work — asset owners

Key Facilities Management Strategy Terms

- Integrated Facilities Management IFM — one provider delivers and coordinates most hard and soft services under a single contract and management layer.
- Service Level Agreement SLA — the agreed standard of a service, such as response and fix times, against which a provider is measured.
- Hard Services — building fabric and engineering services such as HVAC, electrical, plumbing and fire systems.
- Soft Services — people-facing services such as cleaning, security, reception, catering and waste handling.
- Space Utilisation — the share of available desks, rooms or floor area actually occupied over a measured period.
- Intelligent Client Function — the in-house team that sets FM strategy, manages providers and protects the owner's interests.

Facilities Management Strategy Day by Day

Day 1: Estate Context and Occupier Demand

- Portfolio Baseline Review — Where Service Gaps and Cost Pressures Sit
- Occupier Demand Mapping — Linking Business Plans to Space Needs
- Owner and Occupier Interests — Balancing Asset Value and User Experience
- Hybrid Working Patterns — Rethinking Floor Area and Service Hours
- FM Maturity Assessment — Choosing the Starting Point for Change

Day 2: FM Management Systems and Policy

- ISO 41001 Structure — Setting Policy, Objectives and Leadership Roles
- Context of the Organisation Analysis — Defining Interested Parties and Scope
- FM Policy Statement — Linking Facilities Objectives to Corporate Goals
- Intelligent Client Function Design — Retained Roles Versus Outsourced Roles
- FM Risk and Opportunity Register — Prioritising Strategic Facility Issues

Day 3: Service Delivery Models

- In-House, Single-Service and Bundled Models — Comparing Control and Cost
- Integrated Facilities Management Structures — When One Provider Fits
- Total FM and Managing Agent Models — Allocating Responsibility
- Make-or-Buy Appraisal — Scoring Capability, Risk and Price
- Service Model Roadmap — Sequencing Transition Across Sites

Day 4: Sourcing and Tendering FM Services

- Output Specification Writing — Describing Results Instead of Tasks
- Pre-Qualification Criteria — Shortlisting Providers With Relevant Capability
- Tender Evaluation Matrix — Weighting Quality, Price and Mobilisation
- Pricing Mechanisms — Lump Sum, Cost Plus and Gainshare Choices
- Mobilisation and Staff Transfer Planning — Avoiding Service Disruption

Day 5: Contracts, KPIs and SLAs

- KPI Framework Design — Selecting Measures That Drive Behaviour
- SLA Response and Rectification Times — Matching Priority to Impact
- Payment Mechanism and Service Credits — Linking Pay to Performance
- Helpdesk and CAFM Reporting — Producing Trusted Performance Evidence
- Contract Review Meetings — Escalating and Resolving Performance Disputes

Day 6: Space and Workplace Planning

- Occupancy Sensor and Badge Studies — Measuring Real Desk Usage
- Space Standards and Ratios — Setting Desk Sharing and Meeting Room Mix
- Activity-Based Workplace Layouts — Supporting Focus and Collaboration
- Churn and Move Management — Controlling Cost of Reconfiguration
- Consolidation Business Case — Releasing Floors or Whole Buildings

Day 7: Maintenance Strategy

- Asset Register and Criticality Ranking — Focusing Effort on Vital Plant
- Planned Preventive Maintenance Schedules — Setting Task Frequencies
- Condition-Based and Predictive Maintenance — Timing Intervention by Evidence
- Backlog Maintenance Assessment — Prioritising Deferred Repairs
- Lifecycle Replacement Plan — Forecasting Major Plant Renewal

Day 8: FM Budgeting and Value

- Cost per Square Metre Benchmarking — Comparing Sites and Providers
- Whole-Life Costing — Judging Capital Versus Operating Trade-Offs
- Zero-Based FM Budget Build — Justifying Every Service Line
- Energy and Utilities Cost Control — Targeting Consumption Reductions
- Value Engineering of Service Scope — Removing Low-Impact Activities

Day 9: Sustainability, Technology and Change

- Carbon Footprint of Operations — Setting Building Reduction Targets
- CAFM and IWMS Platforms — Selecting Systems for Portfolio Visibility
- Building Analytics Dashboards — Turning Plant Data Into Decisions
- Occupier Satisfaction Surveys — Feeding User Voice Into Service Design
- Stakeholder Communication Plan — Preparing Occupiers for Service Change

Day 10: Practising the Facilities Strategy and Service Plan

- Portfolio Case Diagnosis — Applying the Maturity and Demand Analysis
- Service Model Selection — Applying Make-or-Buy Scoring to the Case
- KPI and Budget Alignment — Applying Cost and Performance Measures
- Peer Challenge Panel — Testing Assumptions With Fellow Participants
- Facilities Strategy and Service Plan — Completing and Presenting the Portfolio Plan

Applying Facilities Management Strategy After the Course

- Run a make-or-buy appraisal on one current FM contract due for renewal and present the preferred sourcing route to the property leadership group.
- Commission a four-week occupancy study on one building and use the utilisation results to propose a desk sharing ratio and floor consolidation option.

Facilities Management Strategy Questions FAQ

What is Facilities Management Strategy and why does it matter now?

Facilities Management Strategy sets how an organisation sources, measures and funds the services that keep its buildings working. It matters now because hybrid working, rising energy and labour costs and outcome-based contracts make poorly aligned FM decisions expensive for both owners and occupiers.

Which roles gain most from Facilities Management Strategy?

Facilities managers, property operations heads and FM contract leads gain most. Workplace planners and maintenance leads also benefit because the course links their space and plant decisions to sourcing, KPIs and the FM budget across a portfolio.

How does Facilities Management Strategy differ from an operational FM course?

It works at portfolio and contract level rather than on daily supervision. An operational or foundation course covers running services on one site, while this course covers service models, sourcing, KPI frameworks, space strategy and whole-life budgets across many buildings.

What do you bring back from Facilities Management Strategy?

You bring back a facilities strategy and service plan for a real portfolio. It sets out the preferred service model, KPI and SLA framework, space and maintenance priorities and a budget, ready to discuss with property leadership and finance.

Facilities Management Strategy: The Way Forward

The facilities strategy and service plan gives property leadership a single basis for the next sourcing decision, usually the renewal or retender of the largest FM contract. Contract leads, finance partners and workplace planners use it to align scope, budget and space targets. After the first contract cycle, revisit the KPI set and occupancy evidence to check that the chosen service model still fits occupier demand.