

OPERATIONS & SUPPLY CHAIN | COURSE BROCHURE

Facilities Management Operations

5 days | Classroom training | English

SMART HORIZON

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The Netherlands

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Course content

Why attend

Facilities managers keep buildings safe, compliant, comfortable and cost-effective. This course covers facilities operations: hard and soft services, maintenance strategies, service contracts and SLAs, space management, energy and sustainability, health and safety, helpdesks and facilities performance reporting.

Good facilities management supports productivity and reduces risk and cost. You will learn practical tools to run facilities professionally.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

Case studies, service level design exercises, contract review and KPI workshops.

Course objectives

By the end of this course, participants will be able to:
- Explain the scope of facilities management
- Plan maintenance and service delivery
- Manage service contracts and SLAs
- Optimise space and workplace use
- Improve energy and sustainability performance
- Measure and report facilities performance

Target audience

This course is suitable for:
- Facilities managers and supervisors
- Property and estate managers
- Office and administration managers
- Maintenance managers
- Procurement staff buying FM services



Course content

Target competencies

Participants will develop competencies in:

- Service management
- Contract management
- Space planning
- Energy management
- Performance reporting

Course outline

Day 1: Facilities Management

09:00–10:08	Scope and services
10:08–11:00	Strategic and operational FM
11:00–11:30	**Coffee break**
11:30–11:45	Strategic and operational FM (continued)
11:45–12:53	Stakeholders
12:53–14:00	Exercise

Day 2: Maintenance and Services

09:00–10:08	Maintenance strategies
10:08–11:00	Soft services
11:00–11:30	**Coffee break**
11:30–11:45	Soft services (continued)
11:45–12:53	Helpdesk operations
12:53–14:00	Workshop

Day 3: Contracts and SLAs

09:00–10:08	Outsourcing models
10:08–11:00	Service levels
11:00–11:30	**Coffee break**



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11:30–11:45	Service levels (continued)
11:45–12:53	Performance management
12:53–14:00	Exercise

Day 4: Space and Sustainability

09:00–10:08	Space utilisation
10:08–11:00	Energy management
11:00–11:30	**Coffee break**
11:30–11:45	Energy management (continued)
11:45–12:53	Sustainability
12:53–14:00	Case study

Day 5: Compliance and Reporting

09:00–10:08	Health and safety compliance
10:08–11:00	FM KPIs
11:00–11:30	**Coffee break**
11:30–11:45	FM KPIs (continued)
11:45–12:53	Improvement plans
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	16 Nov 2026	20 Nov 2026	**€3,150.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Barcelona Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,840.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Rome Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,450.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Cape Town Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,890.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Istanbul Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,650.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Vienna Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,940.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Frankfurt Confirmed dates	29 Mar 2027	2 Apr 2027	**€2,650.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Paris Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,860.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
London Confirmed dates	3 May 2027	7 May 2027	**€2,450.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	24 May 2027	28 May 2027	**€2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Barcelona Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,840.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
London Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,450.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Rome Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,890.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Dubai Confirmed dates	20 Sept 2027	24 Sept 2027	**€3,150.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,890.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Vienna Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,940.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	15 Nov 2027	19 Nov 2027	**€3,150.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Amsterdam Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,540.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online