

## Best practice in building services management

### Overview

The importance of building services to the success of an organisation has never been greater and continues to grow. Developers and occupiers are becoming more aware of the contribution that building services make to the well being of occupants and hence their perception of the quality of the working environment. Those involved with the design, construction, maintenance and operation will increasingly be required to deliver building services that demonstrable contribution to the occupier's business.

Energy efficiency, carbon management and occupant satisfaction depend substantially on the way building services are designed, managed and operated. To optimise these aspects, an informed strategic approach is essential. Tried and tested techniques and processes are available that, when applied holistically, will deliver substantial benefits.

This course reviews best practice in the area and inspires participants to ensure that building services perform at their optimal level.

### Training objectives

To provide a better understanding of how building services can be designed, managed and operated to:

- Maximise occupant comfort, satisfaction and wellbeing
- Add value and contribute to the success of the business of the occupier
- Improve health safety
- Reduce operating cost, energy use, carbon emissions and environmental impact
- Optimise cost and value
- Provide strategies for continuous improvement and sustainable operation

### Audience

Facilities and maintenance managers, their teams and their suppliers.

### Format

This thoroughly practical one-day workshop uses a mixture of formal tutor inputs, practical exercises, case studies, specialist tools and tutor-facilitated discussion.

### The expert trainer

Jim is a highly qualified (MSc, CEng, MIEE, FCIBSE) FM consultant and trainer who has run his own very successful FM consultancy since 1987. By nature an innovator, Jim has built a team of able professionals who share his vision and keep his consultancy practice at the leading edge in each of the sectors in which it serves its clients. He has developed techniques for delivering increasing value for the core business through proactive FM and is now recognised for this work nationally and internationally. He is founder and past Chairman of the Chartered Institution of Building Services Engineers (CIBSE) Facilities Management Group and a very popular presenter of in-house and public training courses, many of them presented on behalf of the BIFM.

## Course outline

### 1 Building services fundamentals

- The function of services in commercial buildings and their importance to the core business

### 2 Techniques and processes for optimising cost and value

- Programmed operation evaluation
- Continuous commissioning
- Lifetime product management
- Performance-based service
- Energy efficiency and the scope for environmental improvement

### 3 Making the business case and preparing the strategy

- Motivating decision-makers
- Empowering those who have to deliver the results
- Managing business risk

### 4 Strategy implementation and monitoring results

- Ensuring that rich and robust feedback is available to support continuous improvement and strategy enhancement
  - When to get feedback
  - Why
  - How
  - What to do with it

### 5 Case histories and 'air time'

- Sharing experience and addressing specific issues of interest to participants
- Course review
- Close

© The In-House Training Company / the trainer

**TO DISCUSS YOUR TRAINING REQUIREMENTS  
PLEASE CALL 01582 469080**

<http://www.in-house-training.com>

Email: [info@in-house-training.com](mailto:info@in-house-training.com)