



FACILITIES MANAGEMENT

ENDORSED BY



People. Infrastructure. The bottom line.

UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG



SCHOOL OF CONSTRUCTION
ECONOMICS AND MANAGEMENT

FACILITIES MANAGEMENT



AIMS OF THE COURSE

Managing non-core business services enables an organisation to function at its most efficient and effective level. Implicit in this management role are the issues of customer satisfaction and best value. The focus for these issues is facilities management. Facilities management can be summarised as creating and maintaining an environment that supports the organisation's primary operations, taking an integrated view of the services infrastructure, and using this to deliver customer satisfaction and best value.

This course thus has two-fold aims:

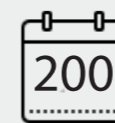
- to enable participants, develop an understanding of the theory.
- principles and practice of facilities management by showing how facilities management should be performed to support the core business of client organisations, primarily building owners.



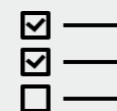
COURSE CONTENT

The course is based on five units of study:

- **Facilities management strategy and the outsourcing decision.**
- **Managing outsourced and in-house services.**
- **Specifying services and supplies.**
- **Selecting service providers and suppliers.**
- **Managing and improving performance.**
An introductory, or preparatory unit delivered online will be used to familiarise students/participants with the program scope, terms and definitions.



NUMBER OF NOTIONAL STUDY HOURS



METHOD of ASSESSMENT

Successful completion is;

- **classwork (30%),**
- **project (20%)**
- **final test (50%) is compulsory**



LEARNING OUTCOMES

At the end of the course, participants should be able to:

- Understand what facilities management means and how it relates to the core business of organisations.
- Differentiate between core and non-core business and services in the context of facilities management.
- Appreciate the role of the informed client or customer, the nature of risks faced by the client and the need to provide best value.
- Recognise the critical success factors in facilities management and appreciate the role of key performance indicators in this connection.
- Differentiate between service specifications and service level agreements and explain their role.
- Understand the main types of contractual relationship between clients and service providers and suppliers.
- Outline the procedure for managing contracts and measuring the performance of contractors.



FACILITIES MANAGEMENT



Meet Dr Brian Atkin

Brian is an independent consultant whose primary interest is in an integrated process for the delivery and operation of constructed facilities/assets. He is a member of British Standards Institution's FM Strategy Group and FM Technical Committee, as well as the ISO TC 267 on Facility Management. Brian is the technical author of many British and international standards and the co-author of Total Facility Management published by Wiley, now entering its fifth edition.

Over the years, he has served on advisory groups and steering committees covering innovation, competitiveness and information technology (including BIM), and has been actively involved in learning and development for major corporations and institutions. He has been appointed to professorships in the UK (University of Reading), Sweden (Lund University and The Royal Institute of Technology) and Australia (Queensland University of Technology). His publications are extensive and are to be found in both the academic and industry press.

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