

# FMP Core Competency – Operations and Maintenance Course Description

The primary role of facility managers is to manage/oversee an operating facility. To do this, facility managers must have a working knowledge of building systems, structure, interiors and exteriors and grounds so the facility and all its required systems function efficiently, reliably, safely, securely and in a manner consistent with existing regulations and standards. In addition, the various aspects of operations and maintenance (O&M) are constantly changing due to wear or deterioration, new regulations or requirements, operational modifications, occupant expectations, and many other individual but interrelated circumstances. Managing a facility means continually managing change.

## Learning Objectives:

After you complete this course, you will be able to:

- Identify the role of operations and maintenance in FM.
- Identify deficiencies in building structures, exteriors, systems, interiors, and grounds and the associated health, safety, security and environmental considerations.
- Describe the elements associated with the acquisition, installation, maintenance, operation, and replacement of assets related to facility management.
- Outline the process for determining and monitoring occupant service performance expectations.
- Outline the processes for developing occupant service specifications, selecting service providers, negotiating service level agreements, monitoring performance, and resolving contract disputes.

*\*All printed course materials included.*

## This course consists of the following chapters:

- Introduction to Operations and Maintenance
- Assess and Inspect Facility Needs
- Manage, Oversee, and Monitor O&M of Building, Systems, and Equipment
- Manage, Oversee, and Monitor Occupant Services

Each module of the FMP contains the following:

- Access to interactive online study tools
- Pre-tests, chapter quizzes, case studies
- e-Flashcards and Facility Management glossary
- Access to online final assessments at the end of each module

*International Facility Management Association (IFMA) is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU.*