Build your career on a solid foundation...

Earn the Facility Management Professional Credential

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TOP 5 reasons to earn your FMP

1. **Build a solid foundation**
   
   The enhanced and updated course curriculum required to achieve IFMA’s Facility Management Professional (FMP) credential will prepare you for the unique challenges of the profession, focusing on competencies essential to an Fm’s day-to-day responsibilities.

2. **Start your career in the right direction**
   
   Facility management is a constantly evolving profession. A commitment to continuing education and professional development ensures an up-to-date skill set throughout your career.

3. **Prepare for the Certified Facility Manager (CFM) Exam**
   
   FMPs who continue their professional growth have a greater chance of successfully completing the CFM Exam and joining the elite circle of certified Facility Managers.

4. **Set yourself apart from the competition**
   
   Whether you are applying for a position or promotion in the field, or if you plan to do business with an FM, having the letters “FMP” after your name demonstrates your professional knowledge.

5. **Establish your professional network**
   
   Enjoy opportunities to meet and network with expert instructors and peers during live FMP courses. Take advantage of special FMP events at local, national and international events.
To be effective, facility managers must develop strategies to successfully carry out major initiatives by influencing the decisions and attitudes of others. Effective strategies require that facility managers are able to integrate people, places, processes and technology. They must be able to align the facility portfolio with the entire organization’s missions and available resources, and to be innovative in order to move forward with their staff and processes to respond to the ever-changing requirements.

COURSE CONTENT

Introduction

Plan Strategically
Topic 1: Introduction to Strategic Planning
Topic 2: Align Facility’s Strategic Requirements to Entire Organization’s Requirements
Topic 3: Develop and Implement a Strategic Planning Process
Topic 4: Develop a Strategic Facility Plan or Facility Master Plan
Topic 5: Implement Strategy Using Tactical Plans

Lead and Manage the Facility Organization
Topic 1: Introduction to Leadership and Management
Topic 2: Theories of Individual Behavior and Leadership
Topic 3: Lead, Influence, Inspire, and Manage the Facility Organization
Topic 4: Advocate for Facility Management Needs and Priorities
Topic 5: Organize and Staff the Facility Organization
Topic 6: Develop Effective Teams
Topic 7: Develop, Implement, and Evaluate FM Policies, Procedures, and Practices
Topic 8: Clarify and Communicate Responsibilities and Accountabilities
Topic 9: Resolve Conflicts

Provide Leadership to the Entire Organization
Topic 1: Promote, Encourage, and Adhere to a Code of Conduct
Topic 2: Develop and Manage/Oversee Relationships
Topic 3: Ensure Compliance with Corporate Social Responsibility Policies

Paul is a certified facility manager of both the International Facility
Operations and Maintenance

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 of its required systems function efficiently, reliably, safely, securely and in a manner consistent with existing regulations and standards. Effective operation and maintenance of facilities is a complex responsibility in today’s environment.

**COURSE CONTENT**

**Introduction to Operation and Maintenance**

- **Topic 1:** Operations and Maintenance Overview
- **Topic 2:** Begin with a Plan

**Assess Facility Needs**

- **Topic 1:** Assess the Condition of the Building Structure
- **Topic 2:** Assess Exterior Structures, and Elements
- **Topic 3:** Assess the Condition of Building Systems
- **Topic 4:** Assess Interior Furnishings, Fixtures, and Equipment
- **Topic 5:** Assess Grounds

**Manage/Oversee Operations and Maintenance of Building, Systems, and Equipment**

- **Topic 1:** Acquire Systems, Materials, and Equipment
- **Topic 2:** Install Systems, Materials, and Equipment
- **Topic 3:** Maintain Systems, Materials, and Equipment
- **Topic 4:** Operating Building Systems and Equipment
- **Topic 5:** Replace Systems, Materials, and Equipment

**Manage/Oversee Occupant Services**

- **Topic 1:** Recognize Desired Occupant Services
- **Topic 2:** Develop Usage and Service Guidelines
- **Topic 3:** Prepare and Execute Modifications to Occupant Services

**Select the Best Resources**

- **Topic 1:** Develop Maintenance and Occupant Service Specifications
- **Topic 2:** Select Competent Service Providers (Staff or Contract)
- **Topic 3:** Negotiate Service Level Agreements (SLAs)
- **Topic 4:** Monitor Work/Service Performance
- **Topic 5:** Resolve Contract Disputes

**Measure Operations and Maintenance Performance**

- **Topic 1:** Determine Life Cycle Cost (LCC)
- **Topic 2:** Monitor the Use and Performance of Facilities
- **Topic 3:** Monitor Occupant Satisfaction
Facility managers manage/oversee high-value assets that represent significant financial investment in technology, buildings, structures, interiors, exteriors and grounds. Since facility managers are typically responsible for the oversight, operation and maintenance of the buildings and grounds, as well as oversight of various service contracts, understanding the basics of finance and business is critical.

**COURSE CONTENT**

**Introduction**

**Finance and Business in the Facility Organization**
- Topic 1: The Importance of Being Finance and Business Aware
- Topic 2: Financial Terminology
- Topic 3: Fundamental Accounting Concepts

**Financial Management of the Facility Organization**
- Topic 1: Budgets and Budgeting Basics
- Topic 2: Financial Statements
- Topic 4: Fundamental Cost Concepts
- Topic 5: Analyzing and Interpreting Financial Documents
- Topic 6: Cost Containment Strategies
- Topic 7: Chargebacks

**Procurement in the Facility Organization**
- Topic 1: Procurement Procedures
- Topic 2: Procurement and Facility Management Outsourcing
- Contracts in the Facility Organization
  - Topic 1: Contract Development, Management and Oversight
  - Topic 2: Contract Administration
  - Topic 3: Analyzing and Interpreting Financial Contract Elements
  - Topic 4: Resolving Vendor Conflicts
Facility managers make use of all aspects of project management beginning with planning, scoping, scheduling and ending with evaluating. Project planning and management are core skills in facility management. The skills are particularly important because of the wide range of projects assigned to the facility organization. Projects vary in scope, complexity, duration and financial risk.

COURSE CONTENT

Introduction to Project Management
Topic 1: Facility Management (FM) Projects and Project Management
Topic 2: The Project Manager
Topic 3: Project Management Processes and Life Cycles

Define Projects
Topic 1: Define Phase Introduction and Project Inputs
Topic 2: Define Project Purpose
Topic 3: Perform Programming
Topic 4: Create Project Charter and Project Objectives Statements

Plan Projects
Topic 1: Design Deliverables or Space
Topic 2: Create the Project Management Plan
Topic 3: Plan Team and Resources

Manage and Oversee Projects
Topic 1: Acquire Team and Resources
Topic 2: Execute and Control Project
Close Projects
Topic 1: Accept Deliverables or Occupy Space
Topic 2: Close Contracts and Projects and Evaluate Outcomes