

Online Certificate in Managing Maintenance for Buildings and Facilities

This program is designed for those who are responsible for management of physical assets such as airports, government buildings, office buildings, factory buildings, apartment complexes (large- and small-scale), hotels, hospitals, shopping malls, sports and entertainment venues, and other large facilities.

Learning Objectives:

- Identify the full scope of responsibilities for a facility manager
- Recognize safety issues and develop strategies to alleviate them
- Identify cost-saving opportunities in contracting and purchasing
- Organize your maintenance operation
- Apply preventive maintenance and lean maintenance techniques

Who Should Enroll

Facility managers, maintenance managers, building managers, architects, property management company employees, property managers, supervisors, non-maintenance directors accountable for maintenance, leads, maintenance support people and people who are in training for these positions.

Complete Course Outline

Session 1

- Management of Buildings and Facilities
- What does it take to manage this asset?
- Why manage maintenance?
- What is the appropriate level of maintenance?
- The Job of the Facilities Manager
- Qualifications
- Job descriptions
- Looking toward the future
- Succession

Session 2

- Disaster and Disaster Recovery
- Risks
- Risk Management
- Building Security
- Security audit
- Building safety
- Safety issues in building maintenance

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Session 3

- Legal Contracts (US only)
- Types of contracts
- Housekeeping contracts and contractors
- Buying Janitorial contracts
- Bidding and bid packages
- Standard form: construction

Session 4

- Contracting
- Steps of contracting
- Tips to avoid claims
- Getting the work done with contractors
- Choosing contractors

Session 5

- Action exercise for this session: Building Fitness Questionnaire
- Questions designed by students

Session 6

- Developing the Building Manual
- Roles and responsibilities
- Budgeting for Maintenance and Housekeeping
- Budget model for maintenance of buildings, facilities and equipment
- Maintenance budgeting
- Phantom Savings
- Discussion of looking forward budget 2-5 years, to 10 years
- Zero-based budgeting
- Zero-based housekeeping budgeting
- How to get started

Session 7

- Purchasing and Stocking Materials
- Purchasing
- Laws of agency (US only)
- Business conduct
- Standardization
- Basic warehousing for buildings and facilities
- Stocking and purchasing custodial supplies and materials
- Case study in contracts

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Section 8

- Computerization
- Return on Investment
- Discussions of how systems work
- Typical data for asset file
- Data entry strategies
- Evaluating CMMS- 50 Questions to help your CMMS search
- Installing systems and training
- Other Technology Systems
- Description of Building Automation System
- BIM

Section 9

- Get Maintenance Organized
- Set-up property file system
- Survey
- Using the filing system
- Maintenance information flow
- Sources of maintenance work
- Maintenance work order
- Auditing existing systems

Section 10

- Systems to manage buildings questions designed by students

Section 11

- PM Preventive Maintenance - the Whole Story
- What can PM do for you
- PM approach
- PM Task Lists
- Set up your own PM system
- Twenty ideas for your PM system
- How to choose what belongs under the PM program
- PM grounds
- Special issue: Apartment/store/office turnover and preparation
- Using Section 8 inspection forms in a housing development as the basis for your PM system
- Why systems fail
- Predictive maintenance

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Section 12

- Lean Maintenance for Buildings
- Effect of saving money
- Ideas to save money
- Lean maintenance strategies
- Action exercise: Develop money saving project
- Green buildings and sustainability
- LEED and Energy Star
- GreenSpec®
- Cutting energy costs

Section 13

- In-house Maintenance and Building Crews
- Job control
- Supervision
- Scheduling
- Training
- Route maintenance
- Estimating

Section 14

- Management of Housekeeping
- Quality
- Using work orders
- Motivating People
- Work load
- Estimating housekeeping
- Crewing
- Concepts to aid in management of housekeeping personnel
- Chemicals and supplies
- Machines

Section 15

- Action exercise: develop your own plans for the future, create a focus list

Certificate Requirements

The certificate is awarded after the completion of all quizzes. The participants must attain a minimum of 75 percent in the program. Participants have up to six months after enrolling to finish the course. The entire course is comparable to nine days of seminar training. Therefore, the certificate will state that the recipient has earned 7.2 Continuing Education Units (CEUs) or 72 Professional Development Hours (PDHs). However, the course does not carry any college credits and cannot be used as part of a degree-seeking program.

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Course Materials

The class text will be mailed to students upon registration at no additional cost.

Facility Management: Managing Maintenance for Buildings and Facilities

Hardcover: 258 pages

Publisher: Momentum Press (January 24, 2013)

Author: Joel D. Levitt

Additional course materials and copies of the lecture slides will be available for download from the class website.

Course Delivery

Each session is delivered as a recorded lecture so attendees can view classes any time they wish. Class handouts and quizzes are also available on the University of Kansas learning management system. Attendees will receive an ID and password to enter the site.

Instructor Availability

While you are enrolled in the course, you can email the instructor with any questions that you have. He will reply within 2 business days.

Instructor

Joel Levitt is a leading trainer of maintenance professionals. He has conducted over 500 training sessions for more than 15,000 maintenance leaders from 3,000 organizations in more than 20 countries. Since 1980 he has been the president of Springfield Resources, a management consulting firm that services clients of all sizes on a wide range of maintenance issues.

Joel has 25 years of experience in many facets of maintenance including as a source equipment inspector, electrician and field service technician, and in process control design, maritime operations and property management. Prior to that, he worked for a CMMS vendor and as an owner/manager in manufacturing.

Joel is a frequent speaker at maintenance and engineering conferences and has written 10 popular maintenance management texts. He has served on the safety board of ANSI and on the executive committee of the Miquon School. Joel is a member of AFE and the Vice President of the Philadelphia chapter.

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Refund and Cancellation Policy

No refunds will be granted for this class once the student has accessed the Blackboard class site. A full refund of registration fees, less a \$30 administrative fee, will be approved if requested in writing prior to accessing the course. Requests must be made within 60 days of payment. The cost of any text or course materials you have received will also be withheld from your refund.