FACILITY MANAGEMENT PROFESSIONAL®
CREDENTIAL PROGRAM 8 DAYS

The International Facility Management Association™ (IFMA) FMP® Credential Program is designed to meet the challenges of today's facility management professional

How You Will Benefit

Facility management involves integrating people, places, process and technology to ensure functionality of the built environment.

IFMA FMP Credential Program will help individuals gain a solid understanding of the facility management profession, develop the knowledge and skills demanded by employers and, ultimately, earn the FMP credential. The program includes comprehensive print materials, interactive online study tools and online FMP final assessments.

Courses in the IFMA FMP Credential Program:
1. Operations and Maintenance
2. Project Management
3. Finance and Business
4. Leadership and Strategy

Program Description

FMP1: OPERATIONS AND MAINTENANCE

Introduction to Operations and Maintenance
Operations and Maintenance Overview
Begin with a Plan

Assess Facility Needs
Assess Condition of Building Structure
Assess Exterior Structures and Elements
Assess Condition of Building Systems
Assess Interior Furnishings, Fixtures and Equipment
Assess Grounds

Manage/Oversee Operations and Maintenance of Building, Systems and Equipment
Acquire Systems, Materials and Equipment
Install Systems, Materials and Equipment
Maintain Systems, Materials and Equipment
Operate Building Systems and Equipment
Replace Systems, Materials or Equipment

Manage/Oversee Occupant Services
Recognize Required Occupant Services
Develop Usage and Service Level Guidelines
Prepare and Execute Modifications to Occupant Services

Select the Best Resources
Develop Maintenance and Occupant Service Specifications
Select Competent Service Providers (Staff or Contract)
Negotiate Service Level Agreements
Monitor Work/Service Performance
Resolve Contract Disputes

Measure Operations and Maintenance Performance
Determine Life-Cycle Cost
Monitor Use and Performance Facilities
Monitor Occupant Satisfaction

FMP2: PROJECT MANAGEMENT

Introduction to Project Management
Facility Management Projects and Project Management
The Project Manager
Project Management Processes and Models

Define Projects
Define Phase and Project Inputs
Define Project Purpose
Performing Programming
Create Project Charter and Project Objectives Statement

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FMP is a registered mark of the International Facility Management Association.

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Plan Projects
Design Deliverables or Space
Create Project Management Plan
Plan Team and Resources

Manage and Oversee Projects
Acquire Team and Resources
Execute and Control Project

Close Projects
Accept Deliverables or Occupy Space
Close Contracts and Project and Evaluate Outcomes

FMP3: FINANCE AND BUSINESS

Finance and Business in the Facility Organization
The Importance of Being Finance- and Business-Aware
Financial Terminology
Fundamental Accounting Concepts

Financial Management of the Facility Organization
Budgets and Budgeting Basics
Financial Statements
Business Cases, Supporting Documentation and Financial Reports
Fundamental Cost Concepts
Analyzing and Interpreting Financial Documents
Cost-Containment Strategies
Chargebacks

Procurement in the Facility Organization
Procurement Procedures
Procurement and Facility Management Outsourcing

Contracts in the Facility Organization
Contract Development, Management and Oversight
Contract Administration
Analyzing and Interpreting Financial Contract Elements
Resolving Vendor Conflicts

FMP4: LEADERSHIP AND STRATEGY

Plan Strategy
Introduction to Strategic Planning
Align Facility's Strategic Requirements to Entire Organization's Requirements
Develop and Implement a Strategic Planning Process
Develop a Strategic Facility Plan/Facility Master Plan
Implementing Strategy Using Tactical Plans

Lead and Manage the Facility Organization
Introduction to Leadership and Management
Theories of Individual Behavior and Leadership
Lead, Inspire, Influence and Manage the Facility Organization
Advocate for Facility Management Needs and Priorities
Organize and Staff the Facility Function
Develop Effective Teams
Develop, Implement and Evaluate FM Policies, Procedures and Practices
Clarify and Communicate Responsibilities and Accountabilities, and Resolve Conflicts

Provide Leadership to the Entire Organization
Promote and Adhere to a Code of Conduct
Develop and Manage/Oversee Relationships
Ensure Compliance with Corporate Social Responsibility Policies

Attend This Program If You

- Are a facility manager or procurement officer
- Are involved in asset management, resource protection or real property management
- Are involved in building planning and design

How to Register

Register online:
https://ifma-chicago.org/

Questions?
Email admin@ifma-chicago.org

Location for In-Person Courses:
American Institutes for Research
10 S Riverside Plaza, 6th Floor
Chicago, IL 60606

Time: 8:30 a.m. to 4:30 p.m.

Lunch will be provided.
Registration includes all 8 sessions.

Instructor

Jerry DiCola, CFM, FMP, SFP, FMA, ProFM, LEED GA

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