



THE HONG KONG INSTITUTE OF FACILITY MANAGEMENT

Executive Management Series – Interactive Management Workshops

CPD Event (CPD005/05)

Management Workshop Series: *Developing & Managing FM Contracts*

Venue : The Royal Garden Hotel, Kowloon, Hong Kong
Total Hours : 6 Hours (2 x 3hrs)
Course Fee (including training materials) : \$1500/person (Non-member)
 \$1200/person (Member)
Medium of Instruction : English
Date: : 17 Nov 05 (Thursday)
Time: : 9.00 am – 5.00 pm

Places are limited. The closing date for reservation is Monday 14 November 2005. Priority will be given to members and on "first-come-first-served" basis. Please be reminded that the module will be postponed if there is typhoon signal No. 8 or above and/or the black rainstorm warning is hoisted or remain effective at 8:00a.m. on the day of the event. Notice of postponement will be issued as soon as practicable.

Interested parties please complete and return *Reservation Form* below together with payment to "The HKIFM", Unit C 35/F Morrison Plaza, 5-9A Morrison Hill Road, Wanchai, Hong Kong; by post or direct debit to our Bank of East Asia Account #514-40-55007-8 and fax the pay-in slip back to 25374426.

RESERVATION FORM

Management Workshop Series: *Developing & Managing Facility Management Contracts* (CPD005/05)

The **closing date** for reservations is **Monday 14 November 2005**

Name: _____ Membership No.: _____
 Contact No.: _____ Mobile Phone No.: _____ Fax No.: _____
 No. of Reservation: _____ Chq. Amt.: _____ Chq. No.: _____ made payable to "The HKIFM"

The Hong Kong Institute of Facility Management ADMISSION TICKET/OFFICIAL RECEIPT

(THE ORIGINAL OF THIS ADMISSION TICKET MUST BE PRESENTED AT THE EVENT)

Management Workshop Series: *Developing & Managing Facility Management Contracts* (CPD005/05)

Thursdays, 17 Nov 05, from 9:00 a.m. to 5:00 pm.

Reservation Fee HK\$..... for person(s), cheque #..... made payable to "The HKIFM"

Name in full:

Correspondence Address:

For Office Use Only

Received & Confirmed by HKIFM
 Unit C 35/F Morrison Plaza
 5-9A Morrison Hill Rd, HK
 Tel: 2537 0456 Fax: 2537 4426
 Website: www.hkifm.org.hk

(Receipt Chop)

(Attendance Chop)



Management Workshop Series: *Developing & Managing FM Contracts*

Workshop Aims

The need for training and development is a constant challenge for professionals in the facility and property industry. This is the first in a series of facility management practice workshops that the HKIFM will be offering to its members and the property and facility management professions in Hong Kong. The workshop series aims to bring the latest FM practice to participants via interactive workshops where practical tools will be demonstrated and templates will be provided as part of the course material. Each workshop will be presented and facilitated by experienced industry experts from around the world.

Course Content

In an era in which outsourcing of non-core support services is seen as a necessity for greater internal effectiveness, the practice of managing service suppliers for competitive advantages is a major management focus. After decades of business improvement programmes and the outsourcing of service delivery functions, many organisations believe there are still more improvements to be made. Others who have retained traditional service delivery practices and have attempted incremental improvements are also reflecting on their variable success. Delivered in two parts - developing and managing FM supplier contracts is designed so you can discover innovative techniques in service delivery and learn about alternative outsourcing contract models through which the desired results can be delivered. This workshop will also assist service suppliers in understanding their clients' expectations, how these expectations can lead to unnecessary risk and various means by which they can add value and distinguish their services in the marketplace

About Your Facilitator: Paul Rogers: Paul, a New Zealand based Director of Spire Consulting Ltd., is a highly sought after consultant in strategic asset and facilities management. A Chartered Professional Engineer, with a Masters Degree in Building Science (FM) and Diplomas in Electrical Engineering and Energy Management, Paul specialises in aligning the asset and facility resources in support of the business objectives. His involvement in facilities management and strategic procurement projects is extensive including the design, development and implementation of Performance Based Contracts and Facilities Management Plans in the Commercial Property, Utilities and Infrastructure sectors. Paul has conducted these training workshops in Australasia, South East Asia and the Middle East.

Workshop Schedule (17 Nov 2005)

- 8:30am – 9:00am Registration
- 9:00am – 10.30am FM Contract Set-up
- Scoping your supply chain requirements – assessing your FM needs
 - Assessing levels of service and determining specification requirements
 - Developing your FM procurement strategy – assessing contract models
 - Performance Based Contract models
- 10:30am – 11:00am Coffee/Tea Break
- 11:00am – 12:30pm FM Contract Set-up
- Best practice tendering processes
 - Evaluation and appointment – getting it right the first time
- 12:30pm – 2:00pm Lunch Break
- 2:00pm – 3:30pm Effective Contract Management
- Monitoring and measuring contractor performance
 - KPI reporting options
 - Customer Satisfaction Survey options – develop your own template
- 3:30pm – 3:45pm Coffee/Tea Break
- 3:45pm – 5:00pm Effective Contract Management
- Using partnering & alliancing to improve contract performance
 - Contract performance improvement