Strategic Facilities Management and Process Design Course

18 – 22 January 2027
Milan

AGILE LEADERS
Training Center

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Ref: 967_173738 **Date:** 18 – 22 January 2027 **Location:** Milan **Fees:** 5700 Euro

Overview

Strategic Facilities Management and Process Design Course is a 1-week advanced course for facilities leaders, property operations managers, asset managers, workplace strategists, engineering services leaders, and transformation teams who leave with a Facilities Strategy and Process Roadmap. Participants connect the facilities operating model, service process design, facilities governance, service levels, performance indicators, lifecycle priorities, supplier interfaces, risk controls, and continuous improvement. Agile Leaders Training Center delivers this course on strategic facilities management and process design.

Who Should Attend

- Teams responsible for facilities strategy and operating-model alignment.
- Functions responsible for property, workplace, and service operations.
- Leaders responsible for asset lifecycle and engineering-service priorities.
- Teams responsible for supplier governance and service performance.
- Professionals responsible for facilities transformation and process improvement.

The course assumes participants direct or improve facilities services and leaves out entry-level maintenance techniques and building-system engineering calculations.

Departments and Industries

The course supports facilities strategy across corporate real estate, healthcare, public services, hospitality, education, and industrial operations.

- Facilities and workplace management
- Property and asset operations
- Engineering and maintenance services
- Procurement and supplier management
- Healthcare, education, hospitality, and industrial estates

Learning Objectives

By the end of this course, participants will be able to:

- Analyze facilities demand, objectives, stakeholders, and service gaps.
- Build a facilities operating model and governance structure.
- Apply service-catalogue and process-architecture methods.
- Evaluate service levels, indicators, costs, and supplier interfaces.
- Prioritize lifecycle, risk, and improvement initiatives.
- Build a Facilities Strategy and Process Roadmap.

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Course Agenda

Day 1: Strategic Facilities Context

- Demand Organization Objectives Alignment Map
- ISO 41001 Facility Management System Context Review
- Facilities Stakeholder and Requirement Matrix
- Current-State Service Gap Assessment
- Facilities Value and Outcome Framework

Day 2: Operating Model and Governance

- Facilities Operating Model Canvas
- Service Governance and Decision Rights Matrix
- Facilities Role and Accountability Map
- Service Catalogue Architecture
- Policy and Control Hierarchy

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Day 3: Process and Supplier Design

- End-to-End Facilities Process Architecture
- Process Ownership and Handover Matrix
- Supplier Interface and Dependency Map
- Service-Level Agreement Design Canvas
- Contract Performance Review Cycle

Day 4: Performance, Lifecycle, and Improvement

- Facilities KPI and Outcome Scorecard
- Asset Lifecycle Priority Matrix
- Facilities Risk and Control Register
- Cost, Value, and Service Tradeoff Grid
- Continuous Improvement Backlog Method

Day 5: Strategy and Process Integration Practice

- Suggested Exercise: Facilities Demand Alignment Case
- Suggested Exercise: Operating Model Design Simulation
- Suggested Exercise: Service Process and Supplier Mapping
- Suggested Exercise: KPI and Lifecycle Priority Review
- Capstone Exercise: Facilities Strategy and Process Roadmap

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Practical Exercises

The course uses suggested activities to connect strategic objectives, service processes, governance, suppliers, and performance evidence.

- Suggested activity: diagnose facilities demand, stakeholder requirements, and service gaps for a healthcare or corporate estate.
- Suggested activity: build an operating model with decision rights, roles, service catalogue, and governance controls.
- Suggested activity: map a facilities process and its supplier, handover, service-level, and escalation interfaces.
- Suggested activity: prioritize lifecycle and improvement actions using performance, risk, cost, and service evidence.

FAQs

Who suits strategic facilities management and process design training, and what does it assume?

Facilities leaders, property operations managers, asset managers, workplace strategists, engineering services leaders, and transformation teams suit the training. It assumes responsibility for facilities services and excludes entry-level maintenance techniques and engineering calculations.

How does strategic facilities management differ from facilities operations training?

Strategic facilities management aligns demand, governance, services, processes, suppliers, and performance with organizational objectives, while facilities operations training concentrates on day-to-day service execution.

How does an operating model support facilities management strategy?

A facilities operating model defines service boundaries, decision rights, roles, delivery channels, supplier interfaces, controls, and information flows needed to execute strategy.

Which measures belong in a facilities performance scorecard?

A facilities performance scorecard combines service outcomes, response and completion measures, asset reliability, cost, user experience, supplier performance, risk, and improvement evidence.

How does process design improve facilities service delivery?

Process design improves facilities service delivery by clarifying triggers, activities, ownership, handovers, controls, service levels, escalation, records, and performance feedback.

Conclusion

Participants take back a Facilities Strategy and Process Roadmap linking organizational demand, the operating model, governance, processes, suppliers, indicators, lifecycle priorities, and improvement actions. The roadmap makes strategic choices and service dependencies visible. It supports coordinated facilities decisions across workplaces, public-service estates, healthcare environments, hospitality portfolios, and industrial sites.