# Integrated Facilities and Workplace Logistics Optimization Course

11 – 15 April 2027
Amman

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**Ref:** 988_175148 **Date:** 11 – 15 April 2027 **Location:** Amman **Fees:** 4100 Euro

## Overview

Integrated Facilities and Workplace Logistics Optimization Course is a one-week advanced course for facilities managers, logistics managers, workplace operations leaders, sustainability teams, and professionals who coordinate services, assets, space, suppliers, and internal flows. Participants leave with an Integrated Facilities and Logistics Optimization Blueprint that connects demand, service routes, asset and space decisions, supplier interfaces, resource efficiency, risk, and measurable improvement. Agile Leaders Training Center delivers advanced learning in integrated facilities operations and workplace logistics.

## Who Should Attend

- Facilities managers responsible for service performance, space, assets, and workplace experience
- Logistics and workplace operations managers coordinating internal material and service flows
- Contract and supplier managers responsible for facilities service interfaces
- Sustainability and resource-efficiency teams improving operational environmental performance
- Performance, quality, and transformation professionals supporting integrated workplace operations

The course assumes practical experience in facilities, logistics, operations, asset coordination, or service management. It does not cover warehouse network design, transport fleet planning, detailed maintenance engineering, or formal certification auditing.

## Departments and Industries

The course supports organizations that need facilities services and internal logistics to operate as one performance system.

- Corporate facilities and workplace management
- Industrial, healthcare, hospitality, education, and public-sector estates
- Property, asset, and infrastructure operations
- Internal logistics, service delivery, and business support
- Sustainability, quality, procurement, and operational excellence

## Learning Objectives

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

- Map facilities demand, service flows, and internal logistics dependencies
- Evaluate space, asset, resource, and supplier performance as an integrated system
- Design service-level measures and a facilities logistics KPI dashboard
- Identify bottlenecks, handoff failures, waste, and operational risk
- Prioritize sustainability improvements using operational evidence
- Build an integrated optimization blueprint and implementation portfolio

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## Course Agenda

## Day 1: Integrated Facilities and Logistics Operating Model

- Facilities Demand and Service Portfolio Map
- Workplace Logistics Scope and Boundary Definition
- Demand Organization and Service Provider Interfaces
- Facilities Value and Operational Outcome Chain
- Integrated Governance and Accountability Matrix

## Day 2: Service Flow, Space, and Asset Optimization

- Internal Service and Material Flow Mapping
- Space Utilization and Adjacency Analysis
- Asset Criticality and Service Dependency Matrix
- Bottleneck, Queue, and Handoff Diagnosis
- Future-State Workplace Flow Design

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## Day 3: Supplier and Performance Integration

- Supplier Interface and Responsibility Map
- Service-Level Measure Design
- Facilities Logistics KPI Dashboard
- Demand Forecast and Capacity Alignment
- Performance Review and Escalation Routine

## Day 4: Resource Efficiency and Sustainable Operations

- Energy, Materials, Waste, and Service Flow Baseline
- Resource Efficiency Opportunity Register
- Life-Cycle and Operational Impact Review
- Sustainability Control and Measurement Plan
- Risk, Resilience, and Continuity Integration

## Day 5: Optimization Portfolio and Implementation

- Integrated Performance Gap Assessment
- Improvement Initiative Prioritization Matrix
- Benefits, Dependencies, and Ownership Map
- Implementation Roadmap and Review Cadence
- Capstone Exercise: Integrated Facilities and Logistics Optimization Blueprint

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## Practical Exercises

The course uses suggested activities that convert facilities and logistics evidence into coordinated workplace decisions.

- Suggested activity: map a workplace service flow and identify delay, duplication, and unclear handoffs
- Suggested activity: assess space and asset dependencies against service demand
- Suggested activity: build a facilities logistics KPI dashboard with leading and lagging measures
- Suggested activity: assemble an Integrated Facilities and Logistics Optimization Blueprint

## FAQs

### Who suits integrated facilities and workplace logistics optimization training?

The course suits experienced facilities, logistics, workplace, supplier, sustainability, and performance professionals who influence service delivery across organizational boundaries. Participants should understand their current operating environment and be ready to work with cross-functional data and decisions.

### How is workplace logistics different from supply-chain logistics?

Workplace logistics concerns the internal movement, availability, timing, and handoff of materials, services, information, people-support activities, and shared resources within an operating site. Supply-chain logistics usually addresses sourcing, transportation, distribution, and inventory across a wider network.

### How does facilities management support organizational performance?

Facilities management aligns workplace services, assets, space, suppliers, resources, and operating controls with the needs of the organization. Integration makes service dependencies visible and helps managers evaluate cost, risk, experience, resilience, and sustainability together.

### Which measures belong in a facilities logistics KPI dashboard?

A useful dashboard may include service response and completion, demand and capacity, planned work completion, asset criticality, space use, handoff quality, supplier performance, energy and material intensity, waste, disruption, user feedback, and realized improvement benefits.

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## How is sustainability integrated without becoming a separate initiative?

Sustainability is connected to daily operating decisions through resource baselines, service-flow analysis, asset and supplier criteria, measurable objectives, controls, ownership, and review routines. This allows environmental performance and workplace efficiency to improve through the same management system.

## Conclusion

Participants leave with an Integrated Facilities and Logistics Optimization Blueprint linking service demand, internal flows, space, assets, suppliers, performance measures, sustainability, risk, and an implementation roadmap. The blueprint helps teams replace isolated improvements with coordinated decisions, clear ownership, measurable priorities, and a repeatable review cycle.