srednogorie.eu
Srednogorie Med Industrial Cluster

International Facility Management Association
The Czech Republic Chapter of IFMA

FM represents 5% of EU GDP

SREDNOGORIE MED INDUSTRIAL CLUSTER (SMIC)
In partnership with FM Institute, Prague and IFMA Czech Republic

organizes

TRAINING COURSE

FACILITY MANAGEMENT

Standards, Business Processes and Key Performance Indicators

June 26-27, 2012 r. (Tuesday and Wednesday)
Elieff Center, American University in Bulgaria, Sofia

LECTURER

The lecturer **Ondrej STRUP is a leading European expert in Facility Management, President of the Czech Facility Management Association** (IFMA.cz) and **Vice Chair of the European Facility Management Association** (EuroFM). **Mr. STRUP will also present his impressions on the newest FM tendencies from the Annual EuroFM conference in Copenhagen, Denmark**, May 2012.

TOPICS

- **European standards in Facility Management** ***(EN 15221-1 ... 6);***
  EN 15221-1 Facility Management ***EN 15221-2 Developing a FM Agreement***
  EN 15221-3 Quality in FM ***EN 15221-4 Classification system***
  EN 15221-5 Process Management ***EN 15221-6 Space and Area Measurement***
- **Service Level Agreements, SLA;**
- **Business Processes and Key Performance Indicators, KPI.**

STRUCTURE

- **Theoretical course** – first day, whole day session with coffee breaks, lunch and discussions;
- **Practical workshop** – second day, SLA practical workshop, morning session with coffee breaks, lunch and a final afternoon discussion.

BENEFITS

- **Profound theoretical knowledge** – FM newest presented by tested teaching methodology;
- **Invaluable experience by a long-time practitioner** – benchmarking and discussion;
- **Study Materials –** all the participants will receive a full set of study materials;
- **Testimony** – a prestige certificate for successful graduation from SMIC, FM Institute (Prague) and the Czech FM Association – IFMA.CZ.

LANGUAGE

- Working language: English. Bulgarian translation will be available.

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Srednogorie Med Industrial Cluster

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AUDIENCE

The training course is prepared for Directors, Managers and professionals in:

- *Real Estate Management;*
- *Facility Management and Maintenance;*
- *Energy Management and Maintenance;*
- *Fleet Management and Maintenance;*
- *Logistics and Supply Management;*
- *Cleaning and Moving Services Management;*
- *Guarding and Security Services Management;*
- *Service Level Agreement, Awarding and Administration;*
- *Cost Planning, Budgeting and Management;*
- *Facility Management in Public Sector.*

PRICES

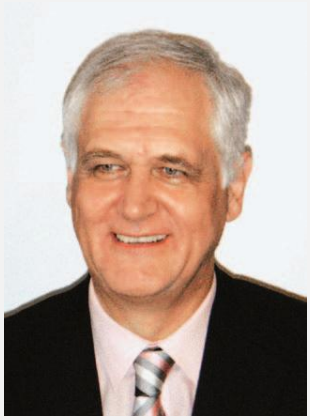
450 BGN for one participant from a company;
400 BGN for two or more participants from a company;
300 BGN for participants from the public sector;
200 BGN for students and doctoral candidates.
Note: *Prices include the theoretical and practical training, study materials, welcoming coffee, coffee breaks and two lunches.*

REGISTRATION

For additional information and registration until June 20, 2012:

Ms. Boyka Ognyanova	phone: +359 88 777 4551	e-mail: info@srednogorie.eu
Ms. Vasilena Dimitrova	phone: +359 88 261 7670	

ONDREJ STRUP



Eng. Ondrej STRUP *is the* ***President of the Czech Facility Management Association IFMA.CZ*** *and* ***Vice Chair of the European FM Association EuroFM****, where he is responsible for the development of FM Education and Science in CEE. He also heads* ***FM Institute, Prague****, the first educational institution for Facility Managers to be approved by the Czech Ministry of Education and consults for the company* ***Hein Consulting****. Mr.STRUP teaches* ***Facility Management at the Prague Technical University****, worked as a Facility Manager in* ***Skanska Facilities*** *and headed a department at* ***Nemetschek****, Czech Republic. He is a member of the* ***Czech Office for Standards, Metrology and Testing*** *and a Czech Delegate for CEN/TC 348 Facility management, ISO PC 251 Asset management and ISO TC 267 Facility management.*

SMIC

Srednogorie Med Industrial Cluster *is a non-profit organization of the large industrial enterprises in the region of Central Srednogorie:* ***Assarel Medet, Aurubis Bulgaria, Chelopech Mining, Ellatzite Med and Geotechmin****. Cluster members are also the municipalities of* ***Chelopech, Mirkovo, Panagyurishte, Pirdop, Strelcha and Zlatitsa****. The organization associates the interests of its members to improve the competitiveness and potential of the regional economy.*

PROGRAM

THEORETICAL COURSE

(First day, June 26)

After the first day participants will be able to:

- Understand the range of processes that involves the field;
- Define and manage the interaction of the core and support services;
- Be able to recognize and meet the basic needs of company support.

8:30 – 9:00	**Registration and welcoming coffee**
9:00 – 12:30	**First session with a coffee break**
	Philosophy and history of FM field; Interaction of the new philosophy with the areas the FM deals with; Scope, necessity and contributions of the new FM standards; Definitions according to standard CEN EN 15221-1; Terms according to standard CEN EN 15221-1.
12:30 – 13:30	**Lunch**
13:30 – 17:00	**Second session with a coffee break**
	Character and range of the FM field according to standard CEN EN 15221-1; FM contracts according to standard CEN EN 15221-2; Practical cases of FM implementation.
17:00 - 17:30	**Discussion**

PRACTICAL WORKSHOP

(Second day, June 27)

After the second day participants will be able to:

- Set processes and implementation procedures of the FM;
- Elaborate Service Level Agreements;
- Prepare tenders for FM Providers;
- Prepare Quality evaluation based on KPIs and CPIs.

8:30 – 9:00	**Registration and welcoming coffee**
9:00 – 12:30	**Facility Management Implementation**
	Facility Management – core and supporting activities, borders; FM services organized within the company (according CEN EN 15221-4); Phases and description of the processes, input/output service specification, process list; Quality evaluation - KPI and CPI setting; Organization type – in/outsourcing, integration & isolated organization; Preparation of FM Provider tenders.
12:30 – 13:30	**Lunch**
13:30 – 15:00	**Final Discussion**