



Online
Training



Facilities Management Essentials: Operation Productivity and Cost Management

REDAS-RICS Online Training Series



For eligible members of the Singapore Business Federation (SBF), this “Capability Upgrading” activity qualifies for support under the SBF Rising in Support of Enterprises (RISE) Programme.

Overview

The global COVID-19 pandemic has caused unprecedented disruptions to the overall economy, including a 2-month lockdown within Singapore where businesses essentially ceased. Within the built environment, the facilities management sector was also impacted considerably; from dealing with shortages of manual labour due to lockdown of foreign worker dormitories, to additional cleaning and disinfection frequencies to minimise risks of cross-contamination and scaling down of preventive maintenance schedules to save costs.

As we move into the recovery phase, there has been greater emphasis on technology adoption and increased productivity, and the market gradually shifts from headcount-based to performance-based contracting with the intention of keeping facilities management expenditures in check. Does technology adoption and performance-based contracting automatically generate cost savings?

In this course, we will examine the current and emerging trends of the facilities management market and how to plan for future contract from both the service buyer and provider’s perspective.

CPD accreditation: PEB (2 PDUs)

Learning objectives

- Facilities management cost drivers
- Performance Based Contracting analysis
- Evaluating the two biggest cost drivers in FM: Security and Cleaning services
- FM technologies adoption options
- Single Service vs Integrated FM contract model

Register here: rics.org/fm-essentials

Date: 21 January 2021
Time: 09:00 – 12:00 (GMT +0800)

Training instruction

Link to the online training will be shared in confirmation email nearer to course date. If you have a rics.org account, please provide the associated email address upon registration where possible.



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REDAS

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About trainer



Ivan Foo
Director
C&W Services (S) Pte Ltd

Ivan has more than 15 years' experience in the facilities management field. His past portfolio includes strategic business development and operations in various market segments such as Integrated Facilities Management, M&E Engineering Solutions, MCST management, car park operations, smart security solutions, cleaning services and commercial laundry.

Ivan currently also sits as a member on the Manpower & Industry Development Taskforce under the Real Estate Industry Transformation initiative led by BCA.

Ivan's key responsibilities involves:

- Overall responsible and accountable for the service performance and profitability of the accounts
- Paves the strategic path forward for the accounts and attend performance review sessions
- Responsible for ensuring a high level of client satisfaction, establishing and managing the service delivery team, delivering initiatives as well as ensuring consistency in processes, systems and reporting
- Ensure efficient and consistent operation of facility activities to meet contractual obligations, achieving outsourcing objectives of cost savings, consistency and risk management
- Oversee site decisions and manage performance measurement of personnel activities
- Explore and implement smart FM solutions to improve manpower efficiency and productivity
- Evaluate new business expansion and service sectors

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Who will benefit

- Property managers (public and private sector)
- Assistant property manager or asset manager
- Senior and junior property management executives
- Facilities managers
- Property administrators
- Asset owners
- Asset management and maintenance practitioners
- Engineering and reliability professionals
- Business planners
- Analysts

Registration form



RICS®



REDAS

Facilities Management Essentials: Operation Productivity and Cost Management

Date and time: 21 January 2021, 09:00 – 12:00 (GMT +0800)

Mode of delivery: Online (*Link will be sent in confirmation email 1 week before event starts*)

Fees: REDAS / RICS members - SGD 203.30
([click here to register online](#)) Non REDAS / RICS members - SGD 267.50

Deadline for registration: 19 January 2021

Please return completed form to SEA@rics.org. Your registration is only confirmed upon receiving our acknowledgement.

Delegate information

Salutation (Mr/Ms/Dr): _____ Surname: _____ Given name: _____

Type of membership and membership no. (if applicable): _____

Designation: _____ Company: _____

Billable address: _____

Office no.: _____ Mobile no.: _____

Email address: _____

(If you have a rics.org account, please provide the associated email address upon registration where possible.)

Registered under: Company / self sponsored How did you find out about this? _____
(circle/highlight the most appropriate answer)

Methods of Payment

1. By Online Payment

Please submit your registration online and make payment via credit card at www.rics.org/SEAevents

2. By Cheque

Please mail the crossed cheque made payable in Singapore Dollar to "RICS INTERNATIONAL L SPORE B" and attach along with the completed registration form to Ms Ava Lau at #27-16, International Plaza, 10 Anson Road. Singapore 079903.

3. By Bank Deposit

Please deposit to the following bank account and email the deposit slip along with the completed registration form to SEA@rics.org

Payee: RICS INTERNATIONAL L SPORE B

Name of Bank: Hongkong and Shanghai Banking Corp Ltd

Bank Address: 21 Collyer Quay HSBC Building #01-01 Singapore 049320

Account No: 047-859004-001

Swift Code: HSBCSGSG

Data Protection Policy

RICS will always make sure you receive compulsory communications such as those relating to the administration of your membership, renewal notices, regulation and conduct, practice and guidance notes and AGM information.

Furthermore, RICS would like to use the contact details that you have provided to us in relation to the communications described below (including by email/telephone, where appropriate). Please tick the relevant boxes below:

If you **do not wish** to receive additional communications from RICS about membership and the profession, tick here

If you **do not wish** to receive additional communications from RICS about RICS conferences, events, products, services and training (some of which may complement your CPD requirements), tick here

If you **do not wish** to receive additional communications from RICS detailing offers from third parties with whom we have negotiated special deals for members, tick here

Remarks

- The organiser reserves the right to cancel or reschedule the function at their discretion.
- You will receive an e-mail notification from the RICS office confirming your registration status. You are advised to call RICS office (+65 6812 8173) to confirm your registration status if you have not received an e-mail confirmation prior to the event.
- Should the participant(s) be unable to attend, a substitute delegate is always welcome. Full substitution communicated in writing is allowed up to 72 hours before the event first commences and is only accepted after organiser's acknowledgment. Please note that there will be no refund or cancellation upon registration.
- Please make sure the exact amount is deposited as no change or refund will be provided.
- Incomplete and wrongly completed registration form will not be processed.
- Attendance certificates will not be issued for non RICS training events.
- All practising RICS members are required to complete and log at least 20 hours of CPD (Continuing Professional Development) online each year. Visit www.rics.org/cpd today.