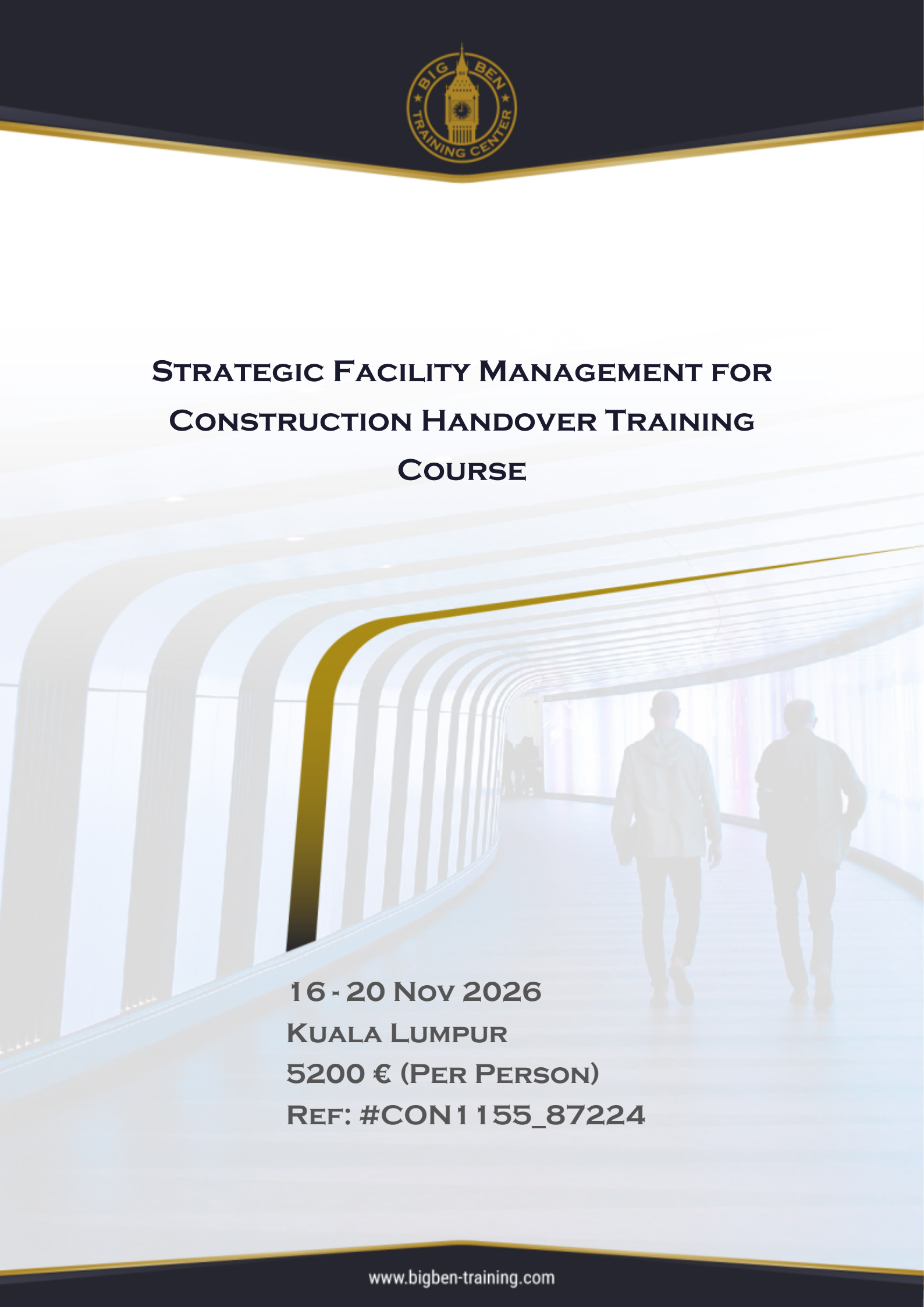
Strategic Facility Management for Construction Handover Training Course



16 - 20 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #CON1155_87224

Course Introduction / Overview:

The transition from construction completion to operational readiness is one of the most critical and often underestimated phases in a building's lifecycle. A poorly managed handover can lead to significant operational inefficiencies, increased maintenance costs, and stakeholder dissatisfaction for years to come. This course provides a comprehensive framework for mastering the strategic management of the construction handover process, ensuring a seamless integration with long-term facility management. As highlighted by facility management expert Keith Alexander, effective handover is not merely a procedural checkpoint but a strategic imperative for optimizing asset performance. This program, offered by BIG BEN Training Center, delves deep into the principles outlined in seminal works like "The Facility Management Handbook," moving beyond simple checklists to instill a proactive and strategic mindset. Participants will learn to bridge the gap between construction teams and facility operators, ensuring that all necessary documentation, training, and systems are in place for immediate and sustained operational success. This training course is designed to equip professionals with the skills to manage commissioning, documentation, stakeholder communication, and technology integration, ultimately safeguarding the asset's value from day one.

Target Audience / This training course is suitable for:

- Facility Managers.
- Construction Project Managers.
- Building Owners and Developers.
- Asset Managers.
- Commissioning Agents and Managers.
- Architects and Design Engineers.
- Operations Managers.
- Real Estate Portfolio Managers.
- Contract Administrators.
- Quality Assurance and Control Professionals.

Target Sectors and Industries:

- Commercial and Residential Real Estate Development.
- Healthcare and Hospital Facilities.
- Hospitality and Hotel Management.
- Educational Institutions and University Campuses.
- Industrial and Manufacturing Plants.
- Government Agencies and Public Sector Infrastructure.
- Retail and Shopping Center Management.
- Data Centers and Critical Facilities.
- Transportation and Aviation.

Target Organizations Departments:

- Facilities Management.
- Project Management Office (PMO).
- Operations and Maintenance.
- Engineering and Technical Services.
- Capital Projects and Construction.
- Asset Management.
- Real Estate and Property Management.
- Quality Assurance and Control.
- Procurement and Contract Management.

Course Offerings:

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

- Develop a strategic handover plan that aligns with long-term operational goals.
- Master the creation and management of critical handover documentation, including O&M manuals and as-built drawings.
- Implement a robust building commissioning process to verify system performance.
- Manage the defect liability period effectively to resolve post-construction issues.
- Facilitate seamless communication and collaboration between construction and facility management teams.
- Integrate modern technologies like BIM for FM to enhance operational efficiency.
- Conduct post-occupancy evaluations to measure building performance and user satisfaction.
- Mitigate risks associated with project closeout and facility activation.
- Ensure operational readiness of the facility from the first day of occupation.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning in a real-world context. This course moves beyond traditional lectures to foster a dynamic learning environment built on a foundation of experiential activities. A significant portion of the program is dedicated to analyzing real-world case studies of both successful and challenging construction handovers, allowing participants to dissect complex scenarios and understand the practical implications of strategic decisions. Interactive workshops and group exercises will challenge teams to develop handover checklists, create communication plans, and simulate stakeholder negotiation meetings. Role-playing scenarios will be used to practice managing difficult conversations during the defect liability period. The course incorporates discussions on the latest digital tools and software, providing demonstrations and practical application sessions. Continuous feedback from the instructor and peers is a core component, ensuring a supportive and collaborative atmosphere where participants can build confidence and master the critical skills for a successful facility handover.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Handover Management

- The Critical Role of Handover in the Asset Lifecycle.
- Defining Project Closeout, Commissioning, and Operational Readiness.
- Key Stakeholders and Their Roles and Responsibilities.
- Common Pitfalls and Failures in the Handover Process.
- The Financial and Operational Impact of a Poor Handover.
- Introduction to the Soft Landings Framework.
- Legal and Contractual Obligations in Project Closeout.

Unit Two: Pre-Handover Planning and Documentation

- Developing a Strategic Handover Plan and Checklist.
- Requirements for Operation and Maintenance (O&M) Manuals.
- The Importance and Management of As-Built Drawings.
- Compiling Warranties, Guarantees, and Supplier Information.
- Statutory Approvals and Compliance Documentation.
- Planning for FM Team Training and Familiarization.
- Establishing a Digital Document Management System.

Unit Three: The Commissioning and Testing Process

- Principles of Building Systems Commissioning (Cx).
- Developing a Comprehensive Commissioning Plan.
- Conducting Factory and Site Acceptance Tests (FAT/SAT).
- Functional Performance Testing and System Integration Verification.
- Managing the Commissioning Documentation and Reports.
- Training Facility Management Staff on Systems Operation.
- Resolving Deficiencies Identified During Commissioning.

Unit Four: Managing the Handover and Defect Liability Period

- Conducting the Formal Handover Meeting.
- The Process of Practical Completion and Final Acceptance.
- Managing the Defect Liability Period (DLP).
- Classifying and Prioritizing Defects and Snags.
- Coordinating with Contractors for Rectification Works.
- Financial Closeout, Final Accounts, and Retention Release.
- Conducting Post-Occupancy Evaluations (POE).

Unit Five: Technology and Future Trends in Facility Handover

- Leveraging Building Information Modeling (BIM) for Facility Management.
- The Concept and Application of Digital Twins in Operations.
- Integrating Smart Building Technology and IoT for Performance Monitoring.
- Sustainable Practices in Handover and Operations.
- Data-Driven Decision Making for Facility Performance Optimization.
- The Future of Automated Handover Processes.
- Continuous Improvement and Lessons Learned for Future Projects.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can the 'soft landings' framework be adapted to mitigate the long-term performance gap between design intent and actual building operation?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by focusing on the handover process not as a mere administrative task, but as a strategic bridge between capital investment and long-term asset value. While many courses cover the procedural aspects of project closeout, this program delves into the strategic integration of facility management principles right from the design and construction phases. It uniquely emphasizes the 'why' behind the 'what', exploring the profound financial and operational consequences of handover decisions. A key differentiator is the in-depth exploration of the 'soft landings' framework and post-occupancy evaluation, equipping participants with methodologies to close the often-significant gap between designed performance and real-world operational efficiency. Furthermore, the curriculum is forward-looking, with a dedicated focus on leveraging modern technologies like BIM for FM and digital twins, moving beyond traditional paper-based documentation. The course prioritizes the human element, with extensive training on stakeholder management, communication, and negotiation, recognizing that technical success is impossible without effective collaboration between diverse project teams. It provides a holistic, lifecycle-oriented perspective that empowers participants to become proactive guardians of a building's operational future.