# Strategic Facility Management and Seamless Project Handover Training Course

21 - 25 Dec 2026

Casablanca

4500 € (Per Person)

Ref: #PRM9577_280443

## Course Introduction / Overview:

The transition from project completion to operational readiness is a critical, yet often mismanaged, phase in the lifecycle of any built asset. A flawed handover can lead to increased operational costs, stakeholder dissatisfaction, and a failure to realize the intended value of a new facility. This training course provides a comprehensive framework for mastering both strategic facility management and the intricate process of project handover. It moves beyond basic checklists to instill a strategic mindset, ensuring that facilities are not just delivered, but are set up for long-term success and efficiency. As discussed by prominent facility management author Keith Alexander in "Facilities Management: Theory and Practice", the integration of operational knowledge early in the design and construction phase is paramount. This course, offered by BIG BEN Training Center, is meticulously designed to bridge the gap between construction teams and facility management professionals, fostering a collaborative approach that minimizes risks and maximizes asset performance from day one. Participants will explore best practices, advanced methodologies like the Soft Landings framework, and the critical role of documentation, commissioning, and stakeholder communication in achieving a seamless and effective transition from construction to operation, ensuring the building functions as intended for its entire lifecycle.

## Target Audience / This training course is suitable for:

- Facility Managers and Directors.
- Project Managers and Project Engineers.
- Construction Managers and Site Supervisors.
- Building Owners and Real Estate Developers.
- Asset Managers and Portfolio Managers.
- Operations Managers.
- Architects and Design Consultants.
- Commissioning Agents and Specialists.
- Maintenance and Engineering Staff.
- Procurement and Contract Managers.
- Quality Assurance and Control Professionals.

## Target Sectors and Industries:

- Real Estate and Property Development.
- Construction and Engineering.
- Healthcare and Hospital Management.
- Education (Universities and Schools).
- Hospitality and Tourism (Hotels and Resorts).
- Government and Public Sector Facilities.
- Corporate and Commercial Real Estate.
- Manufacturing and Industrial Plants.
- Retail and Shopping Centers.
- Information Technology and Data Centers.
- Transportation and Airport Management.

## Target Organizations Departments:

- Facilities Management Department.
- Project Management Office (PMO).
- Operations and Maintenance Department.
- Engineering and Technical Services.
- Capital Projects and Construction Department.
- Asset Management Department.
- Real Estate and Property Management.
- Procurement and Contracts Department.
- Health, Safety, and Environment (HSE) Department.
- Quality Management Department.

## Course Offerings:

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

- Develop a comprehensive project handover plan integrating all key stakeholders.
- Master the commissioning process to ensure all systems perform to design specifications.
- Implement effective strategies for managing the defects liability period.
- Prepare and manage critical handover documentation, including O&M manuals and as-built drawings.
- Facilitate effective training for the end-user and facility management team.
- Utilize technology like BIM and CAFM for a more efficient handover and operational phase.
- Apply the Soft Landings framework for improved building performance and user satisfaction.
- Conduct thorough post-occupancy evaluations to inform future projects.
- Manage stakeholder expectations and communication throughout the handover process.
- Develop robust service level agreements (SLAs) for ongoing facility maintenance.
- Identify and mitigate risks associated with the project closeout and handover phase.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and focused on practical application. We believe that adult learning is most effective when it connects theory to real-world challenges. This course will utilize a blended approach, combining expert-led presentations with dynamic group discussions, allowing participants to share their experiences and learn from their peers. A significant portion of the training will be dedicated to hands-on workshops and practical exercises where participants will work on developing handover plans and checklists. We will analyze detailed case studies of both successful and failed project handovers to extract valuable lessons and best practices. Role-playing scenarios will be used to simulate stakeholder meetings and conflict resolution during the handover phase, enhancing communication and negotiation skills. Participants will receive continuous feedback from the instructor and peers in a supportive learning environment. The course structure encourages active participation, ensuring that attendees leave not just with knowledge, but with the confidence and skills to implement these strategies within their own organizations.

## Course Agenda (Course Units):

### Unit One: Foundations of Facility Management and Project Handover

- Introduction to the Asset Lifecycle and the Role of Facility Management.
- The Strategic Importance of a Seamless Project Handover.
- Defining Key Terminology: Commissioning, Handover, and Project Closeout.
- Identifying Key Stakeholders and Their Roles in the Handover Process.
- Common Pitfalls and Failures in Project Handovers.
- The Financial and Operational Impact of a Poor Handover.
- Introduction to International Standards and Best Practices in FM.

### Unit Two: Planning for a Successful Handover

- Integrating FM Requirements into the Design and Construction Phases.
- Developing a Comprehensive Project Handover Strategy and Plan.
- Establishing Clear Handover Criteria and Deliverables.
- The Commissioning Process: Planning, Execution, and Reporting.
- Preparing for Operational Readiness: Staffing, Training, and Procurement.
- Risk Assessment and Mitigation Strategies for the Handover Phase.
- Defining the Scope of Handover Documentation.

### Unit Three: Executing the Handover Process

- Managing the Physical Handover of the Facility.
- The Structure and Content of Operations and Maintenance (O&M) Manuals.
- Compiling and Verifying As-Built Drawings and Specifications.
- Conducting Effective Training Sessions for the FM Team and End-Users.
- Managing Warranties and Guarantees from Contractors and Suppliers.
- The Defects Liability Period (DLP): Identification, Reporting, and Rectification.
- Final Account Settlement and Contractual Closeout Procedures.

## Unit Four: Post-Handover Operations and Performance Management

- Transitioning from Project Team to Operations Team.
- Implementing Computer-Aided Facility Management (CAFM) Systems.
- Leveraging Building Information Modeling (BIM) Data for Operations.
- Conducting Post-Occupancy Evaluations (POE) to Measure Success.
- Monitoring Building Performance and Energy Efficiency.
- Developing and Managing Service Level Agreements (SLAs) with Vendors.
- Continuous Improvement and Lessons Learned for Future Projects.

## Unit Five: Advanced Strategies and Future Trends in Handover

- The UK Government's Soft Landings Framework Explained.
- Implementing a Phased Handover for Complex Projects.
- Sustainability and Green Building Considerations in Facility Handover.
- The Role of Digital Twins in the Future of Facility Management.
- Legal and Contractual Aspects of Project Handover.
- Advanced Stakeholder Communication and Conflict Resolution Techniques.
- The Future of Smart Buildings and IoT in Operational Readiness.

# 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 does a meticulously planned 'soft landing' approach to project handover challenge traditional, cost-focused project closeout metrics and redefine long-term asset value?

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

This course distinguishes itself by adopting a holistic, lifecycle-centric perspective on facility management and project handover, rather than treating them as isolated, end-of-project tasks. While many courses focus solely on the administrative checklists of a handover, we delve into the strategic integration of operational needs right from the project's inception. Our curriculum is built around preventing common failures by focusing on proactive planning, stakeholder engagement, and clear communication channels. A key differentiator is the in-depth exploration of advanced methodologies like the Government Soft Landings (GSL) framework, providing participants with cutting-edge strategies that ensure buildings meet their intended performance outcomes and satisfy occupants. Furthermore, the course emphasizes the practical application of technology, moving beyond theoretical discussions of BIM and CAFM to demonstrate how digital data can be effectively transitioned from construction to operations to drive efficiency. By blending strategic planning, advanced frameworks, and practical technology integration, this course equips professionals not just to manage a handover, but to champion a culture of operational excellence that maximizes asset value over its entire lifespan.