

## IFM year 1: Course units International Facility Management 2018-2019

CODE	Course name: period 2: 19-11-2018 / 01-02-2019 (incl. exams)	ECTS
1.2IPAA	<p><b>Control Processes</b>  <b>MAIN LEARNING OUTCOME:</b> The student understands the content and importance of integrated service processes for all stakeholders of a given organisation.</p>	(15)
IFVP18PAAPRI	<p><b>Process management and information management: project</b>  <i>Main Learning Outcome:</i> The student can analyse and design/redesign a simple facility service process for an organisation using various techniques, can indicate how the process is supported by IT and can advise on how the process can be enhanced in order to improve customer experience.  <i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> <li>- can advise on the structure of a facility organisation and on the design of facility processes within it (using the ISO 41000 standard)</li> <li>- can describe the current and desired situation based on the customer's wishes and requirements, using process theories and flowcharts</li> <li>- can decide what information is required for operational and management processes</li> <li>- can explain how processes can be implemented more effectively and efficiently through the use of IT resources</li> <li>- can describe the implementation of a process change, including the use of IT software for internal clients and employees</li> </ul>	5
IFVP18PAAMIP	<p><b>Management of the Facility Organisation, Process management, IT: exam</b>  <i>Main Learning Outcome:</i> The student is familiar with and understands the theory behind the design of organisations and processes and the role that IT plays in this regard.  <i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> <li>- recognises and names different types of processes, and indicates the opportunities for control and redesign (based on the planning &amp; control cycle, ratios and associated models)</li> <li>- designs and describes processes using various techniques</li> <li>- recognises and specifies the various aspects of setting up an FOBO structure, and explains which supporting system is the best option and why</li> <li>- describes the various corporate structures (PGFM and Mintzberg strategy) at the corporate and departmental level, and justifies the choice of a particular structure (based on tasks, roles, strategy and environment)</li> <li>- describes the various HRM components, explains how these components influence each other and specifies the consequences</li> <li>- describes the impact of the interplay between management and employees based on the various management styles</li> <li>- specifies the role of information in an organisation and understands the link with business processes</li> <li>- names the components and life cycle (quality, management, security) of information systems and the role that they play in the management of an organisation</li> <li>- is up to speed with trends and developments in the field of IT and can place them in a facility management context</li> </ul>	4

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<b>1.2IPAA</b>	<b>Control Processes (cont'd)</b>	
IFVP18PAA2FIM	<p><b>Basic Financial Management: exam</b></p> <p><i>Main Learning Outcome:</i> The student knows and understands the basic financial overviews and the cost structure of a company and makes simple calculations based on simple financial information within the facility management context</p> <p><i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> <li>- predicts the impact on the balance sheet, income statement and cash flow statement when relevant financial facts are given</li> <li>- knows the differences between costs, revenue, cash inflow and cash outflow, and calculates on the basis of given financial facts provisions, liabilities, investments (depreciation costs and VAT included)</li> <li>- calculates on the basis of given financial facts purchase value, gross profit margins, costs, operating income, financial income and expenses, pre-tax profit, taxes and net profit (EBIT, EBT, EAT)</li> <li>- calculates profitability ratios, solvency ratios and liquidity ratios (return on assets, return on equity, average cost of debt, solvency ratios, debt ratio, turnover rate, interest coverage ratio, current ratio, acid test ratio, net working capital)</li> <li>- performs a break-even analysis and determines the safety margin based on given financial facts</li> <li>- knows the differences between fixed and variable costs, direct and indirect costs, and the cost for a homogeneous and heterogeneous production, and can perform standard costing analysis based on absorption costing and overhead application rates (single and multiple markup method)</li> </ul>	3
IFVP18PAACOM	<p><b>Communication Theory</b></p> <p><i>Main Learning Outcome:</i> The student can research a simple facility management problem and write a research report on it</p> <p><i>Learning outcomes. The student:</i></p> <ul style="list-style-type: none"> <li>- can apply communication theory about internal and external communication to a given FM case study</li> <li>- can specify the various phases of the writing process and can write a business document based on these phases</li> <li>- can organise and analyse points of view and arguments and use them to produce a discursive document</li> <li>- can write reports for various media and various target audiences, including a press report and a business blog</li> <li>- can apply the rules of correct spelling and formulation</li> </ul>	3
IFVP18PAACOM-1	<ul style="list-style-type: none"> <li>- performs an English Dialang test on a sufficient level</li> </ul>	0
	<b>Total</b>	<b>15</b>