



**FACILITY AND RISK MANAGEMENT
CONSULTANCY AND TRAINING**

ABOUT US

QualiServ is specialized in providing a wide range of consultancy services, including:

**Facility Management
Risk Management
Customized Training Courses
ISO Internal Consultation
CAFM Software Packages**

HISTORY

Established in 2003, QualiServ is an engineering company that specializes in designing, consulting, and constructing projects for both the public and private sectors. With an exceptionally skilled team, it has flourished into a preeminent regional consulting and training firm in the Middle East, with a primary focus on facility management, risk management, operations and maintenance, and workplace management.



MISSION

- 1 Equip facility and project managers with the best industry practices and the latest innovative solutions.**
- 2 Deliver world-class training and workshops in facility and project management.**
- 3 Partner with our clients, providing coaching and consultancy services built on excellence, expertise, and reliability.**

VISION

Our vision is to become a leading professional company and a career reference in Facility and Risk Management, widely recognized for excellence in providing consultancy services, as well as exceptional and innovative learning.



WE PROVIDE OUR SERVICES TO:

- ◇ **Governmental Organizations**
- ◇ **Private Sector Organizations – all types**
- ◇ **Non-Governmental Organizations**
- ◇ **In-house Facility Management Organizations**
- ◇ **Facility Management Service Providers**
- ◇ **Facility Management Start-ups**



Advising Services
for ISO Certification



Coaching and
Consulting Services



Training Courses



Facility Management
Software Packages



**CHOOSE THE SERVICE
THAT BEST FITS YOUR
NEEDS TO ACHIEVE
THE GOALS OF YOUR
ORGANIZATION.**

**Advising Services
for ISO Certification**



**WE PROVIDE COACHING AND ADVISING SERVICES
TO PREPARE YOUR ORGANIZATION TO BE
CERTIFIED ACCORDING TO ISO 41001:2018 -
FACILITY MANAGEMENT - MANAGEMENT SYSTEM**

SOME BENEFITS OF ISO 41001:2018:

- ◇ Improve efficiency & effectiveness.
- ◇ Improve cost benefits.
- ◇ Improve workforce productivity, safety & health, and well-being.
- ◇ Align with organizational strategy and objectives.
- ◇ Follow best practice guidelines.
- ◇ Help establish, implement, maintain, and improve an integrated FM system.

**Advising Services
for ISO Certification**



COACHING AND ADVISING SERVICES FOR ISO 41001:2018:

1) Facility Management Manual as per ISO 41001:2018

Develop a comprehensive FM manual customized for the functions and activities of the FM organization as per ISO 41001:2018 requirements that includes:

- ◇ **Management system procedures**
- ◇ **Organizational knowledge and skills**
- ◇ **Standard operating procedures**
- ◇ **Reports and checklists**

**Advising Services
for ISO Certification**



COACHING AND ADVISING SERVICES FOR ISO 41001:2018:

2) ISO 41001:2018 TRAINING

We deliver a comprehensive awareness training sessions (2 days) about ISO 41001:2018 to help FM organization to understand the requirements and steps to be certified.

The sessions include the following topics:

- ◇ Overview of ISO 41001:2018 benefits and processes ISO
- ◇ 41001:2018 facility management requirements ISO
- ◇ 41001:2018 facility management documentation Steps for
- ◇ ISO 41001:2018 certification methodology

**Advising Services
for ISO Certification**



COACHING AND ADVISING SERVICES FOR ISO 41001:2018:

3) INTERNAL AUDITING

We carry out internal auditing and consultation services to prepare FM organizations to be certified as per ISO 41001:2018.

Our services include the following:

- ◇ ISO 41001:2018 Gap analysis.**
- ◇ Develop the FM manual.**
- ◇ Internal Audit checklist.**
- ◇ Compliance Matrix.**
- ◇ On-Site Support during External Audits by Certification Bodies.**



Coaching and Consulting Services

We provide holistic coaching and consulting approaches to help, equip, and support organizations to continuously improve:

- ◇ **Occupant satisfaction and safety.**
- ◇ **The productivity of the core businesses.**
- ◇ **The asset value and level of performance.**



**Coaching and
Consulting Services**



STRATEGIC FACILITY PLAN

A long term facility plan encompassing an entire portfolio of the facility space that sets strategic facility goals based on the organization's strategic objectives.

THE OBJECTIVES OF SFP ARE:

- ◇ Defines the organization's strategic business plans
- ◇ Develops the facilities register
- ◇ Performs the gap analysis – productivity and quality gaps
- ◇ Creates the tactical plans and implementation details



**Coaching and
Consulting Services**



FACILITY MANAGEMENT AUDIT

A methodical examination and review of facility management systems, processes, services, operations, and functional performance.

THE OBJECTIVES OF FMA ARE:

- ◇ **Verify compliance with codes, policies, and regulations.**
- ◇ **Measure operational effectiveness and efficiency.**
- ◇ **Determine current capabilities.**
- ◇ **Identify opportunities of improvements.**



**Coaching and
Consulting Services**



FACILITY CONDITION ASSESSMENT

A thorough field investigation and data collection to evaluate the condition functional performance of facility assets.

THE OBJECTIVES OF FCA ARE:

- ◇ **Identify the deficiencies in asset condition and performance.**
- ◇ **Identify the budget for repair, rehabilitation and replacement needs of facility assets.**
- ◇ **Calculate the Facility Condition Index score (FCI).**



**Coaching and
Consulting Services**

RISK MANAGEMENT

A thorough field investigation and data collection to evaluate the condition functional performance of facility assets.

THE OBJECTIVES OF RISK MANAGEMENT ARE:

- ◇ Identify and assess all potential risks
- ◇ Identify critical assets/processes and analyze the impact to the organization
- ◇ Develop the comprehensive risk management plan





**Coaching and
Consulting Services**



SERVICE LEVEL AGREEMENT CONTRACT MANAGEMENT:

A detailed and defined service agreement specifications and expectations that align with the organization's missions and goals.

THE OBJECTIVES OF SLA ARE:

- ◇ Specifies the scope of work (SOW) and tasks to be done.
- ◇ Defines the level of service (LOS) indicating minimum acceptable performance.
- ◇ Indicates the measuring metrics and key performance indicators (KPI).



Coaching and Consulting Services



FM START-UP COACHING AND GUIDANCE:

A strategic partnership approach to equip and coach the FM start-up to be competent in the market place.

THE OBJECTIVES OF START-UP GUIDANCE ARE:

- ◇ Recruit and train technical and management team.
- ◇ Coach the management team.
- ◇ Equip the management team with FM policies and processes.
- ◇ Assist the management team with marketing campaign and outreaching leads.

Training Courses



IFMA™



Global Training Affiliate

QualiServ is an authorized Education Training Affiliate with the *International Facility Management Association (IFMA™)* to coordinate and facilitate preparatory courses for the following international certificates:

◇ Facility Management Professional (FMP)



◇ Certified Facility Manager (CFM)



Training Courses



WE OFFER CUSTOMIZED TRAINING COURSES FOR VARIOUS SECTORS:

Governmental, Commercial, Manufacturing, Educational, Banking, Healthcare, Hospitality.

WE OFFER COURSES IN:

English or Arabic

Public or in-house

◇ **Virtual or in-class formats**



Training Courses



Vocational training courses

Electrician, carpentry, painting, plumbing (WASH), solar power

Management courses

Quality Management
Risk Management
Health and Safety Management
Financial Management

Soft skills

Leadership skills
Communication skills
Agility and adaptability
Conflict resolution and negotiation skills

Training Courses



COURSE RM01: RISK MANAGEMENT (5 DAYS)

- ◇ Topic #1: Risk management framework and governance.
- ◇ Topic #2: Risk identification, assessment, and control.
- ◇ Topic #3: Risk appetite and key risk indicators.
- ◇ Topic #4: Risk investigation and incident reporting.
- ◇ Topic #5: Risk culture and enhancement management



Facility Management Software Packages

OUR CAFM SERVICES:

We offer a comprehensive facility management software with mobile features for your facility, facilitating coordination between your FM team, service provider team, and occupants. This software fully controls and monitors all FM works, labor, costs, and assets.





Facility Management Software Packages

SOME OF THE BENEFITS OF HAVING A COMPREHENSIVE FACILITY MANAGEMENT SOFTWARE:

- ◇ Manage work orders and save time
- ◇ Determine priorities and track goals
- ◇ Build PM tasks and schedule
- ◇ Increase accuracy of facility data base
- ◇ Track maintenance costs
- ◇ Track performance metrics
- ◇ Track occupant feedback
- ◇ Create unlimited custom reports
- ◇ Record and track invoices





REFERENCES:

SAUDI ARABIA





REFERENCES:

SAUDI ARABIA



Signature Project

Client: Riyadh Airport Company - Riyadh, KSA

Date: Dec, 2022 – Mar, 2023

Task: Facility management consultancy and training

Work as client rep to coach and train the FM management team of King Khaled Airport-Riyadh in managing the outsourced total facility management contracts for the three areas; airside, landside, and terminals





REFERENCES:

SAUDI ARABIA



وزارة الاستثمار
Ministry of Investment

Signature Project

Client: Ministry of Investment - Riyadh, KSA

Date: May – Jun, 2023

Task: Facility management Consultancy

Work as client rep in assessing and auditing the facility management processes and systems, assessing the performance of the outsourced service provider, assessing the physical asset conditions, preparing a road map to comply with industry best practices and improve the performance.





REFERENCES:

SAUDI ARABIA



Client: Saudi Arabia Railways -
Riyadh, KSA
Date: July, 2024
Task: Facility management Contract
Control Training
Train and coach the facility
management team in the Saudi
Arabia Railways on managing the
facility management contracts.





REFERENCES:

SAUDI ARABIA

وزارة الطاقة
MINISTRY OF ENERGY

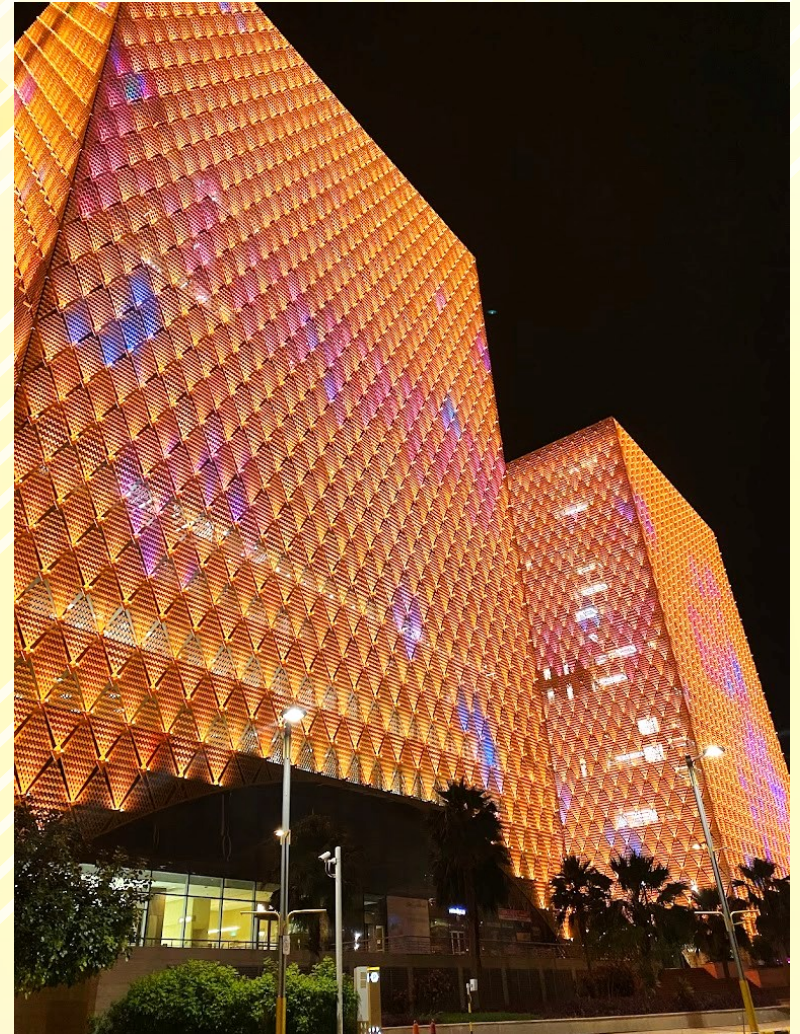


Client: Ministry of Energy - Riyadh, KSA

Date: Dec, 2022

Task: Facility management consultancy and training

Train and coach the facility management team in the ministry of energy on drafting and managing the facility management contracts.





REFERENCES:

SAUDI ARABIA

أرامكو السعودية
saudi aramco



Client: **Aramco** - Khobar, KSA

Date: Aug – Sep, 2023

Task: Facility management

Contracts Training

Train and coach the community and facility departments of Aramco as well as affiliated companies in managing facility management contracts.





REFERENCES: SAUDI ARABIA



Client: **Al Hokair Group** - Riyadh, KSA

Date: Jan, 2023

Task: Risk Management Consultancy and Training

Carry out comprehensive risk assessment and preparing mitigation measures for Al Hokair group which is a retail company with several branches across Riyadh city.





REFERENCES:

Qatar



جمعية المهندسين القطرية
QATAR SOCIETY OF ENGINEERS





REFERENCES:

Qatar

Client: **Msheireb Properties**- Doha,
Qatar

Date: Oct, 2024

Task: Facility management training
Delivering two facility management programs. One was FM comprehensive training course designed for FM service providers. The second one was Facility Management Professional course by the International Facility Management Association. The courses were delivered for the management team.



مشيرب العقارية
MSHEIREB PROPERTIES





REFERENCES:

Qatar



Client: **Qatar Airways**- Doha, Qatar

Date: Feb, 2025

Task: Change management training

Delivering change management training for the Qatar Airways and Qatar Aviation Services teams.





REFERENCES:

Qatar



SNC • LAVALIN



Client: **SNC Lavalin and AtkinsRealis** – Qatar (Dubai HQ)

Task: Facility Management Academy

Establish a facility management academy to serve the Middle East region, offering a comprehensive curriculum. This program will include courses on FM management, MEP technical skills, on-the-job training, soft services, soft skills, integrated FM contracts, and other essential topics. The aim is to cover all levels and categories necessary for delivering top-tier facility management services.



REFERENCES:

Qatar

Client: **Qatar Society of Engineers-**

Doha, Qatar

Date: 2024 - 2025

Task: Facility management
Conference

Partnering with Qatar Society of Engineers as the head of the scientific committee for the International Facility Management Conference and Exhibition. Also partnering in delivering facility management training courses and conducting monthly FM forums

جمعية المهندسين القطرية
QATAR SOCIETY OF ENGINEERS





REFERENCES:

Qatar



ASPIRE
LOGISTICS

Client: **Aspire Logistics**- Doha, Qatar
Date: Jan, 2025
Task: Facility management training
Delivering FM comprehensive training. The course was delivered for the management team.





REFERENCES:

Qatar



Client: **Como Facilities Management** -

Doha, Qatar

Date: Jun, 2024

Task: Facility management training

Delivering FM comprehensive training course designed for FM service providers. The course was delivered for the management team.





REFERENCES:

Qatar



Client: **Qatar National Bank - Doha,**
Qatar

Date: Oct, 2024

Task: Facility management training

Delivering FM comprehensive training course designed for FM service providers. The course was delivered for the management team.





REFERENCES: LEBANON



International
Labour
Organization



RENÉ MOAWAD FOUNDATION
مؤسسة رينه معوض



ICRC



DG JONES
AND PARTNERS



GAZZAOUI
GAZZAOUI & PARTNERS QATAR





REFERENCES: LEBANON

Signature Project

Client: **Marina Towers** - Beirut

Date: May, 2024 – May 2025

Task: FM Managing Consultancy

Worked as client rep in auditing existing facility management systems as well as assessing the condition of its assets. Also, the scope included establishing the facility strategic plan for the luxurious residential towers complex with solution for optimized performance. The scope included a yearly contract of managing the performance of the in-house FM team and the facility management service providers.





REFERENCES: LEBANON

Signature Project

Client: **Wadi Hills** - Beirut

Date: Jul, 2024 – Aug 2024

Task: Drafting TFM tender documents

The scope included drafting the Total Facility Management RFP tender documents that was composed of the performance requirements of the luxurious residential complex, the pre-qualifications of facility management service providers, and the energy audit recommendations.





REFERENCES: LEBANON



Signature Project

Client: **Order of Engineers-Beirut**

Date: Mar, 2022 – Mar 2024

Task: Facility Management Consultancy

Worked as client rep in managing the total facility management service provider for the five (5) branches of the Order of Engineer all over Lebanon. The scope of work included managing performance of service provider, coaching the client team, issuing regular reports.





REFERENCES: LEBANON



Signature Project

Client: **Order of Engineers-Beirut**

Date: Dec, 2021 – Mar 2022

Task: Drafting TFM tender documents

The scope included Drafting the Total Facility Management RFP tender documents that was composed of the performance requirements of the Order of Engineers Beirut and four other branches. Also, reviewing the bids.





REFERENCES: LEBANON

Signature Project



Client: **Howard Karagheusian
Healthcare Center - Beirut**

Date: May, 2023 – Apr 2024

Task: Facility Management Consultancy

Worked as client rep in managing the facility management service providers for different services. The scope of work included upgrading the electrical systems as well as managing performance of service providers.





REFERENCES: LEBANON

Signature Project



Municipalité de Beyrouth
بلدية بيروت

Client: **Commercial Center** - Beirut

Date: Dec, 2023 – Jan 2024

Task: Drafting TFM tender documents

The scope included Drafting the Total Facility Management RFP tender documents that was composed of the performance and operation requirements of the Municipality of Beirut.





REFERENCES:

Lebanon



RENÉ MOAWAD FOUNDATION
مؤسسة رينه معوض



International
Labour
Organization

Client: **OSH Consulting and Coaching** -
Beirut, Lebanon

Date: Jul-Aug, 2024

Task: Occupational safety and health
consultancy and coaching

Conduct OSH assessment to 20 farms
in two governorates in Lebanon. Plan
the OSH plan for each farm to meet the
requirements of ILO. Coach and train
farmers about OSH requirements.





REFERENCES:

Lebanon



Client: **SMS Urban Management** -
Beirut, Lebanon
Date: Jul, 2024
Task: Facility Management Consultancy
and Training
Facility management consulting and
training course designed for FM service
providers. The course was delivered for
the management team.





REFERENCES: LEBANON

Signature Project



ICRC



Client: The International Commission of Red Cross – Internal Security Forces – Beirut, Lebanon

Date: Sep 2022, Jul, 2023

Task: Facility management Consultancy

Carry out asset capture, assess the condition of the physical assets of the central prison – Roumieh. Identify the maintenance strategies, calculate the life cycle cost, build the facility strategic plan. Identify the facility digitalization solution requirements.





REFERENCES: LEBANON

Signature Project



ICRC



Client: The International Commission
of Red Cross – Internal Security
Forces – Beirut, Lebanon

Date: Oct - Nov, 2023

Task: Operation and Maintenance
Training

Carry out comprehensive training
sessions for ISF members working in
Roumieh central prison on topics
related to operation and maintenance
of the facility assets.





REFERENCES: LEBANON



KOMPONENT™



Client: MASAR project (Consortium of VNGi, PCPM, ACCD) funded by EU – Lebanon

Date: Aug 2022, - Dec 2022

Task: Facility management Consulting

Build facility management strategic plan for wide range of municipalities; union of municipalities of Deir El Ahmar, Aarsal, union of municipalities of Sahel El Qayataa, union of municipalities of Menieh, Qoubayat, and union of municipalities of Dreib. The service included asset capture, projects assessment, operation and maintenance plans, staffing and resources, and budget planning.

Signature Project



REFERENCES:

LEBANON



Client: **Bioforce-France**

Date: Feb – Mar, 2023

Task: Safety and Security Assessment
and Training

Prepare safety and security assessment and mitigation measures in addition to budget estimation for **Sanabel Nour NGO** operating in Tripoli, Lebanon. The project also included training the staff.



Sanabel Nour
سنابل النور





REFERENCES: LEBANON



Client: Mouvement Social - Lebanon

Date: Nov 2023 – Jan, 2024

Task: Risk Management Consulting and Training

Conduct risk assessment with mitigation measures in 20 centers all over Lebanon.

Prepare risk management plan, emergency preparedness and business continuity plans, safety and security SOP's, in addition to training their staff in 13 centers across Lebanon.



WORKSHOPS & TRAINING

SAUDI ARABIA:



UAE:



EuROPE:



JoRDAN:



SouTH AFRICA:



LEBANON:





AGREEMENTS & AFFILIATIONS

SAUDI ARABIA:



AUSTRIA:



USA:



CANADA:





FACILITY MANAGEMENT CONSULTANCY & TRAINING



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