

**AGENDA**  
*PROJECT-BASED MAINTENANCE MANAGEMENT*

*Learning Activities, Scenarios and Case Studies Throughout the Workshop*

**DAY ONE**

- 8:00**      **Registration**
- 8:30**      **Welcome and Introductions**  
**Course Objectives and Learning Outcomes**  
**Introduction to Maintenance Management**
- Property Maintenance Goals and Responsibilities
  - HUD's Model of Project-Based Management
- Property and Maintenance Management**
- The Property Manager and Maintenance Manager
  - Effect of Maintenance Costs
  - The Maintenance System
- 10:15**      **Break**
- 10:30**      **Property and Maintenance Management (continued)**
- Prioritizing Work at the Property
  - Functions of the Maintenance Supervisor
- Supervision of the Maintenance Team**
- Staffing
  - Productivity
  - Role of the Supervisor and Supervisory Competencies
  - Job Descriptions
  - Selecting and Interviewing
  - Setting Job Expectations
  - Performance Evaluations
  - Quality Control – Tracking Performance and Expectations
    - Work Standards for Work Orders
    - Independent Checks, Quality Control
    - Work Order Time Tracking Tool
- 12:00**      **Lunch (on your own)**

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**DAY ONE (continued)**

- 1:00**      **Supervision of the Maintenance Team (continued)**
- Setting Expectations through Clear Communication
  - Motivating Staff
  - Managing Conflict
  - Managing Performance Problems
    - Poor Job Performance and Misconduct
    - Performance Improvement Planning
- Oversight of Maintenance at the Property**
- Work Orders as a Management System
    - Elements of the Work Order System, the Work Order Log, the WO Process
- 2:30**      **Break**
- 2:45**      **Oversight of Maintenance at the Property (continued)**
- Types of Work Orders
  - Work Scheduling
  - Responding to Emergencies
  - Inspections
  - Safety and Security
  - Property Control
  - Buying Goods and Services for the Property
  - PHAS Indicators Related to the Maintenance Function
  - Essential Reports
- 4:30**      **End of Day One**

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**DAY TWO**

- 8:00 Maintenance and the Budget**
- The Project's Budget
  - Budgeting for Maintenance Expenses
  - Paying for Maintenance Services
- Preventive Maintenance**
- Planning Preventive Maintenance
  - Sample Preventive Maintenance Schedule
- 10:15 Break**
- 10:30 Capital Improvements**
- Purpose of the Capital Fund Program (CFP)
  - Eligible and Noneligible Activities
  - Role of the Maintenance Manager and CFP
  - Physical Needs Assessment (PNA)
- Avoiding Liability**
- What Is Liability?
  - Risk Management
    - Identifying Risks, Key Control, Insurance, Incident Reporting, Prevention
- 12:00 Lunch**
- 1:00 Customer Service**
- Why Customer Service Matters
  - The Basic Elements of Customer Service
- Maintenance Planning and Monitoring – Putting it Together**
- Developing a Maintenance Plan
    - Long-Range, Mid-Range, Short-Range Planning
  - Focusing Your Work Efforts and Analyzing Maintenance Needs
- Certificates of Participation Awarded**
- 3:00 End of Seminar**
- 3:15 Project-Based Maintenance Management Certification Exam (optional)**
- 5:00 End of Exam**