

## Programs for the Houston Meeting (June, 2018):

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### **Forum 3**

Wednesday, June 27, 2018, 9:45 AM-10:45 AM

#### **Operation and Maintenance Management Training: How Useful Is It Really?**

*Sponsor: 7.3 Operation and Maintenance Management and 7.9 Building Commissioning*

*Room: 370CF*

*Track: Professional Skills*

*Chair: Mina Agarabi, P.E., Agarabi Engineering, pllc, NY, NY*

Proper O&M is critical to the successful operation of any building, especially high performance buildings, yet many technicians are ineffectively trained. Managers should create a master training plan, decide who will be trained, select the training topics and approve the training content. Additionally, the ASHRAE O&M training book suggests that “Training quality and documentation should be reviewed during training to verify that [it] meets the... specifications.” But is this a general practice? Is classroom training more effective than on-the-job training? How do you verify post-training improvement in staff performance?