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COURSE BROCHURE

FM Service Quality and Operational Excellence Training Course

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Registered in the United Kingdom and Saudi Arabia

FM Service Quality and Operational Excellence Training Course

FM Service Quality and Operational Excellence is a 1-week training course for facilities managers, service delivery leads and contract managers who must lift the quality and consistency of building services through service levels, measurement and continual improvement. Each participant leaves with an FM quality improvement plan for one site or contract. Occupiers now judge facilities teams on experience as well as cost. Jupiter Prime Training offers this course to teams running in-house and outsourced services.

Why FM Service Quality and Operational Excellence Matters Now

Hybrid working, tighter budgets and rising occupier expectations put every cleaning shift, repair response and helpdesk call under scrutiny. A well-run service has clear service levels, honest performance data and a routine for fixing root causes. A poorly run one relies on goodwill, repeats the same failures and loses contracts at renewal. The course draws on ISO 41001 Facility Management Management Systems for structured performance evaluation and improvement.

Who Gains Most from FM Service Quality and Operational Excellence

- Facilities managers responsible for multi-service sites
- Service delivery leads in outsourced FM providers
- Contract managers overseeing cleaning, security and maintenance suppliers
- Helpdesk and workplace experience coordinators
- Quality and continual improvement officers in property teams

Organisations gain most when client-side and supplier-side staff attend together and agree one way of measuring service.

FM Service Quality and Operational Excellence Capabilities

The outcomes follow a service from its specification to an agreed improvement plan.

- Define output-based service levels for hard and soft services — giving occupiers clear expectations
- Build a balanced set of FM performance indicators — showing clients trustworthy evidence
- Run service audits and occupier feedback reviews — revealing gaps before complaints escalate
- Apply lean methods to maintenance and cleaning routines — releasing time and budget
- Lead root cause analysis on repeat failures — protecting sites from recurring disruption
- Prepare an FM quality improvement plan — giving senior managers a costed route to better service

Key FM Service Quality and Operational Excellence Terms

- Service level agreement — A documented set of output standards and response times agreed between client and provider.
- Key performance indicator — A measurable value showing whether a service meets its target.
- Output specification — A description of the result required rather than the method used to achieve it.
- Lean maintenance — Removing waste such as waiting, travel and rework from maintenance activity.
- Root cause analysis — A structured search for the underlying reason a fault or failure keeps recurring.
- Continual improvement — A repeated cycle of planning, acting, checking and adjusting service performance.

FM Service Quality and Operational Excellence Day by Day

Day 1: Service Specifications and Service Levels

- Output Specifications for Hard and Soft Services — Defining the Result Required
- Response and Rectification Time Design — Setting Realistic Service Levels
- Occupier Expectations and Workplace Experience — Aligning Standards with Users
- Service Catalogue Mapping — Clarifying Scope and Responsibilities
- Client and Provider Interface Roles — Agreeing Who Owns Each Outcome

Day 2: Performance Measurement and Indicators

- Balanced FM Indicator Sets — Choosing What to Measure
- Helpdesk and CAFM Data Quality — Trusting the Numbers
- Payment Mechanisms and Service Credits — Linking Performance to Reward
- Performance Dashboards for Clients — Reporting Clearly Each Month
- Benchmarking Across Sites — Comparing Cost and Quality Fairly

Day 3: Audits, Feedback and Assurance

- Planned Service Audits and Inspections — Checking Delivery on the Ground
- Occupier Surveys and Complaint Trends — Hearing the User Voice
- Mystery Visits and Walk-Rounds — Seeing the Service as Visitors Do
- Supplier Performance Reviews — Holding Constructive Monthly Meetings
- Management System Evaluation with ISO 41001 — Structuring Assurance

Day 4: Lean Operations and Root Cause Fixing

- Value Stream Mapping of Reactive Repairs — Exposing Delays and Waste
- Lean Cleaning and Maintenance Routes — Reducing Travel and Rework
- Root Cause Analysis Tools — Ending Repeat Failures
- Planned Versus Reactive Work Balance — Shifting Effort Upstream
- Team Huddles and Visual Management — Sustaining Daily Discipline

Day 5: Practising the FM Quality Improvement Plan

- Service Level Redesign for an Office Campus — Applying Day One Methods
- Indicator Set for a Hospital Support Contract — Applying Day Two Measures
- Audit Findings Review and Prioritisation — Applying Day Three Assurance
- Lean Improvement Case on Reactive Repairs — Applying Day Four Tools
- FM Quality Improvement Plan Completion — Presenting Actions and Owners

Applying FM Service Quality and Operational Excellence After the Course

- Review the service levels and indicators for your main contract within one month.
- Launch the first improvement cycle from your FM quality improvement plan with the supplier team.

FM Service Quality and Operational Excellence Questions FAQ

What is FM service quality and operational excellence and why does it matter now?

It is the discipline of specifying, measuring and improving building services so they meet occupier needs consistently. It matters now because budgets are tighter and occupiers expect a better workplace experience.

Which roles gain most from FM service quality and operational excellence training?

Facilities managers and service delivery leads gain most, along with contract managers, helpdesk coordinators and quality officers.

How does FM service quality and operational excellence differ from a general facilities management course?

A general course covers the full range of FM functions. This course focuses on service levels, performance data, audits and lean improvement of the services already delivered.

What do you bring back from FM service quality and operational excellence training?

You bring back an FM quality improvement plan for one site or contract, covering service levels, indicators, audit findings and prioritised improvement actions.

FM Service Quality and Operational Excellence: The Way Forward

The FM quality improvement plan first guides the next contract review between client and supplier. Facilities, helpdesk and supplier teams then use it as the shared reference for service levels, indicators and audits. Over the following year, teams gain by tracking each improvement cycle, retiring indicators that add little and raising standards where occupiers notice the difference most.