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COURSE BROCHURE

Advanced FM Service Quality and Contractor Audit Training Course

27 September – 8 October 2027
Madrid

Advanced FM Service Quality and Contractor Audit Training Course

Ref: 299_9943 **Date:** 27 September – 8 October 2027 **Location:** Madrid **Fees:** 11100 GBP

FM Service Quality and Contractor Audit is a 2-week advanced training course for FM quality managers, service delivery leads and contract performance managers, built around one work product, an FM service quality plan. Occupiers judge a building by clean washrooms, prompt repairs and courteous reception staff, and owners now expect evidence that every contractor meets the standard paid for. Jupiter Prime Training delivers this course on FM Service Quality and Contractor Audit.

Why FM Service Quality and Contractor Audit Matters Now

Three groups put service quality under the spotlight. Occupiers compare their workplace, hospital or shopping centre with hotel-grade hospitality and voice complaints instantly through apps and reviews. Owners and clients pay outcome-based contracts and want independent proof of performance before releasing payments. Service providers rely on subcontracted cleaners, guards and technicians whose quality varies by shift and site. An organisation that audits and improves FM services systematically retains tenants and controls disputes; one that relies on contractor self-reporting discovers failures only after complaints escalate. The course links quality practice to ISO 41001 for facility management systems and to recognised business excellence models, described in general terms.

Who Gains Most from FM Service Quality and Contractor Audit

- Managers accountable for the quality system covering soft and hard FM services
- Service delivery leads who answer to clients for day-to-day standards on site
- Contract performance managers who verify provider claims before payment
- Customer experience leads who run occupant feedback and complaint handling
- Internal auditors who assess FM providers and subcontractors

A client-side FM team or a service provider gains most when its quality, contract and site leads attend together and adopt one audit and improvement routine.

FM Service Quality and Contractor Audit Capabilities

Participants leave able to define what good service looks like, check it independently and drive improvement with contractors.

- Specify measurable quality standards for cleaning, security, front of house and maintenance — contractors and site teams
- Design an audit programme with sampling, checklists and scoring rules — contract performance managers
- Apply occupant satisfaction and complaint analysis to service priorities — client relationship managers
- Assess contractor quality systems and subcontractor controls — procurement and owners

- Build corrective and preventive action plans with root cause methods — service providers
- Weigh business excellence models to set a maturity roadmap — FM leadership

Key FM Service Quality and Contractor Audit Terms

- Quality Audit — an independent, evidence-based check of whether a service meets agreed standards and procedures.
- Audit Sampling — selecting a representative set of rooms, tasks or records to inspect when full checking is impractical.
- Corrective Action — a step taken to remove the cause of a detected nonconformity and prevent recurrence.
- Net Promoter Score — a customer loyalty measure based on how likely occupants are to recommend the service.
- Mystery Visit — an unannounced assessment of service by a person posing as an ordinary occupant or visitor.
- Business Excellence Model — a structured framework for assessing leadership, processes and results to guide organisational improvement.

FM Service Quality and Contractor Audit Day by Day

Day 1: Quality in the Service Experience

- Service Quality Gaps Model — Expectations Versus Perceived Delivery
- Occupant Journey Mapping — Moments That Shape Satisfaction
- Sector Service Profiles — Hospitals, Offices, Malls and Airports
- Cost of Poor Quality — Rework, Complaints and Lost Tenants
- Quality Culture Diagnosis — Frontline Behaviours and Supervision

Day 2: Quality Management for FM

- ISO 41001 Quality Links — Objectives, Monitoring and Improvement Clauses
- Process Mapping of FM Services — Inputs, Controls and Outputs
- Quality Policy and Objectives — Setting Measurable Service Commitments
- Document Control for Service Procedures — Method Statements and Work Instructions
- Roles in the Quality System — Client, Provider and Subcontractor

Day 3: Defining Service Standards

- Output Standards for Cleaning — Visual Levels and Frequency
- Security and Front of House Standards — Patrols, Logs and Courtesy
- Hard Service Quality Standards — First-Time Fix and Workmanship
- Catering and Waste Standards — Hygiene and Segregation Checks
- Standards Catalogue Build — One Reference for All Sites

Day 4: Measuring Service Levels

- Measurement Methods — Inspections, Helpdesk Data and Sensors
- Response and Rectification Tracking — Verifying Provider Reports
- Quality Scoring Systems — Weighted Scores and Failure Points
- Performance Data Integrity — Detecting Gaming and Missing Records
- Monthly Quality Reports — Trends, Exceptions and Commentary

Day 5: Occupant Satisfaction

- Satisfaction Survey Design — Questions, Scales and Response Rates
- Net Promoter and Pulse Feedback — Quick Signals From Occupants
- Complaint Handling Process — Logging, Response and Closure
- Text Feedback Analysis — Themes and Sentiment From Comments
- Service Recovery Techniques — Turning Complaints Into Loyalty

Day 6: Planning Contractor Audits

- Audit Programme Design — Risk-Based Frequency Across Services
- Audit Sampling Plans — Rooms, Shifts and Records to Inspect
- Checklist and Protocol Writing — Clear Criteria and Evidence Rules
- Auditor Competence and Independence — Avoiding Conflicts
- Unannounced and Mystery Visits — Seeing the Real Service

Day 7: Conducting Audits and Reporting Findings

- Opening and Closing Meetings — Setting Tone With Contractors
- Evidence Gathering — Observation, Interview and Record Review
- Nonconformity Grading — Major, Minor and Observation Levels
- Subcontractor Chain Audits — Checking Labour and Training Records
- Audit Report Writing — Findings, Evidence and Required Actions

Day 8: Corrective Action and Continual Improvement

- Root Cause Analysis — Five Whys and Cause-and-Effect for Service Failures
- Corrective and Preventive Action Plans — Owners and Deadlines
- PDCA Improvement Cycles — Small Tests of Change on Site
- Lean Methods for FM — Waste Removal in Cleaning and Maintenance Routes
- Joint Improvement Boards — Client and Provider Problem Solving

Day 9: Excellence Models and Contract Leverage

- Business Excellence Self-Assessment — Leadership, Processes and Results
- Quality Incentives in Contracts — Bonuses, Deductions and Gainshare
- Contractor Quality Reviews — Quarterly Scorecards and Escalation
- Benchmarking Service Quality — Comparing Sites and Providers
- Recognition Schemes — Rewarding Frontline Service Staff

Day 10: Practising the FM Service Quality Plan

- Case Site Quality Diagnosis — Applying the Gaps Model and Satisfaction Data
- Standards and Measures Selection — Applying the Catalogue to the Case
- Audit Programme Draft — Applying Sampling and Checklist Methods
- Peer Challenge Panel — Testing Improvement Priorities
- FM Service Quality Plan — Completing the Site Quality Plan

Applying FM Service Quality and Contractor Audit After the Course

- Run one unannounced cleaning and front of house audit using a weighted checklist and share findings with the provider in a joint improvement meeting.
- Analyse the last quarter's occupant complaints by theme and agree three corrective actions with owners and deadlines.

FM Service Quality and Contractor Audit Questions FAQ

What is FM Service Quality and Contractor Audit and why does it matter now?

FM Service Quality and Contractor Audit is the practice of defining, measuring and independently checking facilities services and driving improvement with providers. It matters now because occupiers expect hospitality-level service and owners want proof before paying outcome-based contracts.

Which roles gain most from FM Service Quality and Contractor Audit?

FM quality managers, service delivery leads and contract performance managers gain most. Customer experience leads and internal auditors also benefit because the course covers satisfaction analysis, complaint handling and audit technique.

How does FM Service Quality and Contractor Audit differ from a facilities management strategy course?

It concentrates on day-to-day service standards and verification rather than sourcing models and budgets. A strategy course sets the FM operating model, while this course covers quality standards, audits, satisfaction measurement and continual improvement with contractors.

What do you bring back from FM Service Quality and Contractor Audit?

You bring back an FM service quality plan for a real site, with a standards catalogue, measurement methods, an audit programme, satisfaction tools and corrective action routines.

FM Service Quality and Contractor Audit: The Way Forward

The FM service quality plan gives the client and provider a single basis for their next performance review, often whether service credits or improvement actions are due. Quality managers, contract leads and site supervisors use it to schedule audits and track actions. After the first audit cycle, revisit standards and sampling against complaint trends and satisfaction scores.