BLACKBIRD FOR TRAINING

Advanced Quality Excellence and Facilities Management



Advanced Quality Excellence and Facilities Management

Introduction

The Advanced Quality Excellence and Facilities Management course is designed to strengthen the ability to manage facilities services with higher quality, stronger operational control, and clearer performance discipline.

Facilities management today is no longer limited to maintenance follow-up, building supervision, cleaning coordination, or vendor handling. It has become a strategic support function that directly affects business continuity, service reliability, user experience, cost efficiency, safety, and organizational performance.

This course provides a practical framework for connecting quality excellence with facilities operations. It focuses on service planning, performance standards, operational risk, supplier management, preventive maintenance, service reporting, continuous improvement, and stakeholder satisfaction.

The one-week program follows a clear and progressive structure. It begins with the foundations of quality excellence in facilities management, then moves into service planning and performance indicators, risk and compliance, operational efficiency, supplier control, and finally the development of an integrated improvement plan for facilities quality and service performance.

Course Objectives

By the end of this course, participants will be able to:

- Understand the relationship between quality excellence and facilities management.
- Analyze the role of facilities services in supporting organizational performance.
- Apply quality principles to operational and support services.
- Develop clear service standards for facilities operations.
- Improve the management of maintenance, cleaning, safety, security, and support services.
- Build performance indicators to monitor service quality and efficiency.
- Evaluate suppliers and service providers using structured criteria.
- Identify operational risks related to facilities and develop mitigation actions.
- Improve user experience through more responsive and consistent services.
- Use reporting and analysis to support facilities management decisions.
- Apply continuous improvement methods to services and operational processes.
- Prepare a practical plan to improve facilities' quality, performance, and service reliability.



Course Outlines

Day 1: Foundations of Quality Excellence in Facilities Management

- Understanding the role of facilities management in supporting the work environment.
- Defining quality excellence within operational and support services.
- Connecting service quality, operational efficiency, and business continuity.
- Identifying the main scope of facilities services within organizations.
- Understanding how facilities management affects productivity and user experience.
- Differentiating between traditional operations management and quality-driven facilities management.
- Reviewing quality elements in maintenance, cleaning, safety, security, and support services.
- Identifying stakeholders and their service expectations.
- Discussing common causes of service quality decline in workplace environments.
- Practical activity on assessing the current quality level of facilities services.

Day 2: Facilities Service Planning and Performance Standards

- Preparing an operational service plan for facilities management.
- Defining required service levels for each type of facilities service.
- Setting clear quality standards for service delivery.
- Building performance indicators related to efficiency, response time, cost, and satisfaction.
- Linking preventive maintenance plans with service quality and operational continuity.
- Organizing human and physical resources required for service delivery.
- Prioritizing work when multiple service requests compete for limited resources.
- Improving scheduling of routine, preventive, and urgent tasks.
- Reviewing facilities service reports and performance reporting templates.
- Practical activity on developing performance indicators for facilities services.

Day 3: Risk Management and Compliance in Facilities Operations

- Identifying operational risks in facilities management.
- Analyzing risks related to safety, service failure, equipment breakdown, downtime, and supplier performance.
- Linking risk management with service quality and business continuity.
- Preparing response plans for failures, incidents, and urgent service interruptions.
- Reviewing safety and compliance requirements in workplace facilities.
- Developing control procedures to reduce repeated errors and service gaps.
- Improving documentation and records related to facilities operations.
- Monitoring compliance with service standards and operational procedures.
- Analyzing the impact of weak control on cost, quality, safety, and user satisfaction.
- Practical activity on preparing a facilities risk register.



Day 4: Operational Efficiency and Supplier Performance Management

- Analyzing the efficiency of daily facilities operations.
- Identifying sources of waste in time, resources, energy, and operating costs.
- Improving response procedures for requests, complaints, and service issues.
- Evaluating suppliers and service providers using clear performance indicators.
- Building service contracts that are more closely linked to expected performance levels.
- Improving coordination between internal teams and external providers.
- Managing service quality through inspection, follow-up, and documentation.
- Handling weak supplier performance through structured corrective actions.
- Using operational data to identify improvement opportunities.
- Practical activity on evaluating a supplier or facilities service performance.

Day 5: Building a Quality Excellence System and Continuous Improvement Plan

- Reviewing the core elements of a facilities quality excellence system.
- Connecting quality with planning, operations, monitoring, and improvement.
- Building a periodic review mechanism for facilities service quality.
- Preparing management reports that support service improvement decisions.
- Analyzing performance results and converting them into practical actions.
- Developing a continuous improvement plan for operational services.
- Building a communication framework with service users and stakeholders.
- Measuring satisfaction and using feedback to improve service delivery.
- Prioritizing improvements based on impact, cost, risk, and urgency.
- Final application on preparing an integrated facilities excellence improvement plan.
- Presenting final recommendations for improving quality, efficiency, and sustainable performance.

Why Attend this Course: Wins & Losses!

- Build a clearer understanding of the link between quality and facilities management.
- Improve the ability to manage facilities services in a more structured way.
- Raise the quality of maintenance, cleaning, safety, security, and support services.
- Develop performance indicators that allow objective service monitoring.
- Improve response to service requests, incidents, and user needs.
- Reduce breakdowns and delays through better planning and preventive action.
- Strengthen supplier and service provider management.
- Reduce waste in resources, time, energy, and operating costs.
- Support business continuity through stronger operational risk management.
- Improve reporting quality and management follow-up.
- Increase user satisfaction through more consistent and reliable services.
- Build a practical continuous improvement plan for facilities operations.



Conclusion

The Advanced Quality Excellence and Facilities Management course provides a practical framework for transforming facilities management from a routine operational function into a structured service excellence system that supports quality, efficiency, safety, and business continuity.

The program begins by clarifying the connection between quality excellence and facilities management. It then moves into service planning, performance standards, and measurable indicators that help facilities teams monitor service quality more objectively.

The course also addresses risk management, compliance, supplier performance, operational efficiency, reporting, and continuous improvement. These areas are essential for reducing service gaps, improving user experience, and supporting reliable workplace operations.

The final day connects all course components through the preparation of an integrated facilities excellence improvement plan. This allows participants to translate learning into practical actions that improve service quality, reduce operational waste, strengthen supplier control, and support sustainable performance.

By the end of the course, participants will be better prepared to manage facilities services with stronger quality standards, clearer performance measures, better operational control, and a more disciplined approach to continuous improvement.

FAQs

What is Facilities Management, and why is it important for organizational performance?

Facilities Management is the integrated approach to managing buildings, infrastructure, maintenance, safety, cleaning, security, and support services to ensure operational efficiency and business continuity. This course explains the meaning of Facilities Management and demonstrates how quality-driven facilities services contribute to productivity, customer satisfaction, workplace safety, and sustainable organizational performance.

How does quality excellence improve facilities services?

Quality Excellence in Facilities Management focuses on establishing clear service standards, performance indicators, and continuous improvement practices. Participants will learn how Managing for Quality and Performance Excellence can improve maintenance effectiveness, service reliability, operational control, and user satisfaction while reducing waste, delays, and service failures.



Does the course cover facility management certifications and professional development?

Yes. The program provides practical knowledge aligned with internationally recognized Facility Management Certification frameworks, including concepts related to the Certified Facility Manager CFM credential. Participants gain valuable insights into the competencies expected from a Certified Facility Manager and the best practices used by leading facilities management professionals.

How are suppliers and contractors managed within facilities operations?

The course explores supplier performance management, contract monitoring, and service provider evaluation. Participants will learn how to manage facilities management companies, implement vendor performance measures, use facility management systems, and apply integrated facilities management approaches to ensure service quality, compliance, and operational efficiency.

What tools and strategies are used to achieve facilities management excellence?

Participants will be introduced to modern Facility Management Solutions, performance measurement techniques, risk management practices, preventive maintenance planning, and continuous improvement methodologies. The course also highlights the qualities of excellent customer service, stakeholder satisfaction measurement, integrated facilities management strategies, and practical approaches for building a culture of service excellence across all facilities operations.

