

Facilities Contract Management, Service Level Agreements, and Key Performance Indicators

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Kuala Lumpur (Malaysia)

UK Training

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Introduction

Facilities Contract Management has become a key element in ensuring the continuity and quality of operational services within organizations. As workplaces evolve and organizations rely more on suppliers and contractors for maintenance, cleaning, security, and support services, there is a growing need to understand how contracts are prepared, how service levels are defined, how performance is measured, and how compliance is monitored in a structured way.

This course provides a practical understanding of facilities management and the role of contracts in organizing the relationship between the organization and service providers. It also covers Service Level Agreements, Key Performance Indicators, and how they can be used to monitor service quality, measure contractor performance, and improve operational results.

The course follows a clear sequence, starting with the fundamentals of facilities management and contracts, then moving into service level agreements, key performance indicators, supplier performance monitoring, contractor management, and finally performance improvement through practical tools and simple workplace-ready models.

Course Objectives

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

- Understand the fundamentals of facilities management and its role in supporting the workplace.
- Recognize the importance of contracts in organizing facilities management services.
- Identify different types of facilities management contracts and their main components.
- Understand the concept of service level agreements and how they are applied in facilities contracts.
- Differentiate between service level agreements and key performance indicators.
- Recognize the importance of key performance indicators in measuring operational service quality.
- Design simple and effective key performance indicators to measure facilities service performance.
- Monitor contractor and supplier performance in a structured and systematic way.
- Read performance reports and analyze basic operational results.
- Understand the basics of incentives and penalties in facilities contracts.
- Handle operational issues and escalate them through a clear process.
- Understand the fundamentals of risk management in facilities contracts.
- Recognize the role of digital systems in supporting facilities management and follow-up.
- Link service level agreements with key performance indicators to improve service quality.

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Course Outlines

Day 1: Introduction to Facilities Management and Contracts

- The concept of facilities management and its role in supporting daily operations within organizations.
- The importance of facilities management in improving service quality and operational efficiency.
- The role of contracts in organizing the relationship between the organization and facilities service providers.
- Types of facilities management contracts and their use in operations, maintenance, and support services.
- Key contract components such as scope of work, obligations, responsibilities, and duration.
- The relationship between contract clarity and the quality of operational service delivery.

Day 2: Fundamentals of Service Level Agreements

- The concept of service level agreements and their importance in facilities contract management.
- The role of service level agreements in defining the organization's expectations from the supplier or contractor.
- The difference between service level agreements and key performance indicators.
- Main components of service level agreements, including service scope, response time, and quality level.
- Defining service levels related to response, quality, compliance, and completion speed.
- Practical examples of service level agreements in maintenance, cleaning, security, and support services.

Day 3: Key Performance Indicators in Facilities Management

- The concept of key performance indicators and their role in measuring operational performance.
- The importance of key performance indicators in monitoring facilities services and evaluating contractors.
- Characteristics of a good key performance indicator in terms of clarity, measurability, and service relevance.
- Examples of key performance indicators in maintenance, cleaning, security, and facilities services.
- How to measure performance in a simple way through data and periodic reports.
- Practical exercise on preparing initial key performance indicators for an operational facilities service.

Day 4: Performance Monitoring and Contractor Management

- Mechanisms for monitoring supplier and contractor performance in facilities management contracts.
- Reading performance reports and understanding indicators related to service quality.
- Managing periodic meetings with contractors to review results and observations.
- Using key performance indicator results to improve operational compliance.
- Basics of incentives and penalties and their role in improving service delivery quality.
- Handling operational issues and defining escalation and follow-up mechanisms.

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A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground on the right, with a silver pawn and a silver knight behind it. The board is a checkered pattern of light and dark squares.

Day 5: Performance Improvement and Practical Application

- Linking service level agreements with key performance indicators in a practical and simplified way.
- Using measurement results to improve operational service quality.
- Fundamentals of risk management in facilities management contracts.
- Introduction to digital facilities management systems and their role in monitoring and documentation.
- Continuous improvement in facilities management through periodic review and evaluation.
- Integrated application on preparing a simplified service contract model that includes a service level agreement, key performance indicators, and a contractor follow-up mechanism.

Why Attend this Course: Wins & Losses!

- Gain a clear understanding of facilities management and contract fundamentals.
- Improve the ability to read facilities management contracts and understand their main components.
- Learn how to prepare clear and applicable service level agreements.
- Develop skills in designing simple and effective key performance indicators.
- Improve contractor and supplier performance monitoring in an organized way.
- Understand how to read performance reports and use them to improve services.
- Reduce issues caused by unclear obligations or service levels.
- Support operational service quality through continuous measurement and follow-up.
- Understand the basics of incentives and penalties in facilities contracts.
- Understand the fundamentals of risk management related to operations and service contracts.
- Recognize the role of digital systems in simplifying facilities management and monitoring.
- Link contract management with service level agreements, key performance indicators, and continuous improvement.

Conclusion

The Facilities Contract Management, Service Level Agreements, and Key Performance Indicators course provides a practical framework that helps participants understand the relationship between facilities management, contracts, service quality, and performance measurement. The course explains how clear contracts, service level agreements, and key performance indicators work together to ensure better monitoring of suppliers and contractors and to improve operational services.

The program follows a clear training sequence. It begins with the fundamentals of facilities management and contracts, then moves into service level agreements. It then focuses on key performance indicators and service measurement methods, followed by contractor performance monitoring, report reading, periodic meeting management, and operational issue handling. The final day focuses on performance improvement and practical application.

By the end of the course, participants will have a practical understanding of how to manage facilities contracts in a more organized way by defining service levels, designing suitable performance indicators, monitoring contractors, analyzing results, and applying continuous improvement to support service quality and operational efficiency within the organization.

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