Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators

22 – 26 March 2027
Amsterdam (Netherlands)



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Introduction

Facilities contract management is a critical function that directly affects operational service quality, cost efficiency, and business continuity. As contracting models become more complex, suppliers increase, and user expectations rise, facilities contracts require a more structured approach to defining scope of work, building service level agreements, designing key performance indicators, and monitoring contractor performance through measurable standards.

This course focuses on developing the ability to manage facilities management contracts professionally through a performance-based approach. It covers contract clause analysis, linking operational obligations with service levels, designing effective performance indicators, reviewing performance reports, managing incentives and penalties, and handling operational and contractual risks. The course also addresses the role of digital facilities management systems in improving follow-up, increasing data accuracy, and supporting decision-making.

The course is structured over one week in a clear sequence. It begins with the advanced framework of facilities contract management, then moves into service level agreement development, key performance indicator design, contractor monitoring, performance analysis, and concludes with performance improvement through an integrated practical model that connects the contract, service level agreement, key performance indicators, monitoring mechanism, and improvement plan.

Course Objectives

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



- Analyze the role of facilities management in supporting operational efficiency and service quality.
- Evaluate facilities management contracts in terms of scope of work, obligations, risks, and service outputs.
- Differentiate between facilities management contract types and select the most suitable model according to service nature.
- Develop clear service level agreements linked to execution quality, response time, and acceptance standards.
- Connect service level agreements with contract clauses, monitoring mechanisms, and evaluation methods.
- Design operational key performance indicators that measure maintenance, cleaning, security, and support services.
- Develop performance indicators linked to efficiency, quality, response, user satisfaction, and contractual compliance.
- Read and analyze performance reports and extract improvement indicators from operational data.
- Monitor contractor and supplier performance through periodic meetings and clear review mechanisms.
- Apply incentives and penalties fairly based on actual performance results.
- Analyze risks in facilities management contracts and develop preventive actions to reduce their impact.
- Use digital facilities management systems for documentation, follow-up, and improved reporting quality.
- Link key performance indicator results with continuous improvement plans and better operational service quality.

Course Outlines

Day 1: Advanced Framework of Facilities Contract Management

- The strategic role of facilities management in supporting business continuity and operational efficiency.
- Analysis of the facilities management contract lifecycle from planning to closure and final evaluation.
- Types of facilities management contracts and performance-based contracting models.
- Analysis of scope of work, responsibility boundaries, and required service outputs.
- Identification of contractual and operational risks related to facilities services.
- Review of contract clauses affecting service quality, compliance, and cost.

Day 2: Developing Service Level Agreements and Linking Them with Contracts

- The concept of service level agreements and their role in managing the relationship between the organization and the contractor.
- Advanced components of service level agreements, including service scope, response time, execution quality, and acceptance standards.
- Defining service levels according to service importance, risk level, and impact on users.
- Drafting service obligations in a clear, measurable, and monitorable way.
- Linking service level agreements with risks, incentives, penalties, and periodic reports.
- Practical application on preparing a service level agreement for an operational facilities service.



Day 3: Designing Key Performance Indicators for Facilities Services

- The concept of key performance indicators and their role in turning contractual obligations into measurable results.
- Characteristics of effective key performance indicators in terms of accuracy, clarity, measurability, and alignment with objectives.
- Designing key performance indicators for maintenance, cleaning, security, response, and user satisfaction.
- Differentiating between quality, efficiency, compliance, productivity, and cost indicators.
- Defining data sources, calculation methods, and measurement frequency.
- Practical application of building a key performance indicator scorecard for a facilities management contract.

Day 4: Contractor Monitoring and Performance Analysis

- Mechanisms for monitoring supplier and contractor performance according to the contract and service level agreements.
- Reading performance reports and analyzing deviations from targets.
- Managing periodic contractor meetings and reviewing results and corrective plans.
- Using key performance indicators to evaluate contractors and make improvement decisions.
- Applying incentives and penalties based on actual results and compliance levels.
- Handling operational issues, escalation, and documentation of corrective actions.

Day 5: Performance Improvement, Digital Systems, and Integrated Application

- Linking service level agreement and key performance indicator results with service quality improvement plans.
- Analyzing the root causes of weak performance and developing corrective and preventive actions.
- Fundamentals of risk management in facilities management contracts and monitoring operational impact.
- The role of digital facilities management systems in request management, performance tracking, and data documentation.
- Using digital reports to support follow-up decisions and continuous improvement.
- Integrated application on preparing a full service contract model that includes a service level agreement, key performance indicators, monitoring mechanism, and improvement plan.



Why Attend this Course: Wins & Losses!

- Develop a deeper understanding of how to manage facilities contracts through a performance-based approach.
- Improve the ability to analyze contracts and identify strengths and weaknesses in service clauses.
- Build clear service level agreements that support execution quality and reduce operational disputes.
- Design accurate key performance indicators directly linked to service outputs and contractor obligations.
- Strengthen the ability to monitor contractors through clear data and reports.
- Improve periodic meeting management and performance review with suppliers.
- Apply incentives and penalties more fairly and in connection with performance results.
- Reduce waste, duplication, and weak coordination in facilities services.
- Support operational service quality through regular follow-up and continuous improvement.
- Improve the ability to manage contractual and operational risks before they become major issues.
- Use digital systems to improve monitoring accuracy and reporting speed.
- Build an integrated practical model that can be used in facilities contract management within the organization.

Conclusion

The Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators course provides a practical framework that helps organizations manage facilities services in a more professional and results-driven way. It does not focus only on understanding contracts or monitoring suppliers; it covers the full relationship between scope of work, service level agreements, key performance indicators, follow-up reports, and improvement actions.

The program follows a clear structure. It begins with analyzing facilities management contracts and contracting models, then moves into developing service level agreements and linking them with operational obligations. It then focuses on designing key performance indicators, monitoring contractors, analyzing reports, and applying incentives and penalties before concluding with digital systems and continuous improvement on the final day.

By the end of the course, participants will have an integrated practical view of how to manage facilities contracts based on clear data and measurable performance standards. The course supports better service quality, fewer supplier disputes, stronger monitoring efficiency, and improved operational decisions based on accurate indicators and documented results.

