Managing FM Performance

*Defining, measuring and managing FM services*

Formerly called ‘Service Level Agreements’, this course has been refreshed, updated and expanded with new content.

**1-day course**

**Aim**

This course provides the knowledge and techniques to devise and develop measures to improve FM service performance, including Service Level Agreements.

**Objectives**

By the end of this course you will be able to describe:

- Defining the appropriate level of service
- The role of Service Level Agreements
- Measuring service performance
  - Scorecards
  - KPIs
  - Highlight and RAG reports
  - Matrices
- Involving the customer
- How measurement drives behaviours
- Incentives and penalties
- How low can you go? Reducing service levels
- Driving performance
- The differences between service level agreements, specifications and contracts
- Key parties and how to achieve their buy-in

**Course description**

Explaining the requirement, deciding on the measures and determining performance continue to present challenges for clients, service providers and in-house teams alike. Learn how to articulate service requirements, define meaningful measures, and evaluate performance. Key topics covered include service level agreements, key performance indicators, incentives and penalties, and how to drive for performance improvements.

Service Level Agreements are the heart of a client-focused service. Facilities managers need to be able to evaluate customer requirements, working within them to develop SLAs, and then monitor staff and contractors to ensure that the required service levels are achieved.

The course covers:
Background and context
  What makes a good service?
  Subjectivity vs. Objectivity
  Do we get what we pay for?

Defining FM Services
  Words vs numbers
  Inputs, outputs and outcomes
  Who needs to be involved?

Measuring FM Service Performance
  Techniques and approaches
  How measures impact performance
  Incentives and penalties

Changing Levels of Service
  How low can you go?
  Driving performance improvement

Programme
08.45  Registration and Coffee
09.15  Measuring Performance – Scope and Context
10.00  Defining FM Services
10.45  Coffee
11.00  Measuring Service Performance
13.00  Lunch
14.00  Indicators & Adjustments
15.15  Tea
15.30  Changing Levels of Service
16.15  Summary and Conclusions
16.30  Course Close

How do I book?

Telephone: 020 7404 4440
Email: info@bifm-training.co.uk
Website: www.bifm-training.com/service_levelFS.htm

To book online, copy the above URL into your web browser and scroll down to the registration link below the course description.