



## **ISO41012 – FM Strategic Sourcing**

### **International Standard on the FM Procurement Process**

#### **1-day course**

#### **Aim**

To give delegates the knowledge and techniques to effectively apply the ISO 41012 standard.

#### **Objectives**

By the end of this course you will have a sound understanding of:

- The ISO 41012 Standard, what it means to you in your role and how it can be applied from a practical perspective.
- Understanding the Sourcing process from Strategic, Tactical and operational perspective.
- Identifying the need and translating into requirements
- Determine service levels
- Develop a Business case
- Financial and investment strategies
- Pricing strategies
- Risk and risk mitigation
- Supplier selection
- Service provisions
- FM agreements, contents and structure and considerations
- The Sourcing process
- Agreement implementation
- Performance measurement

#### **Description**

The aspects of the sourcing process, strategy. The facilities service provision, the main characteristics of FM agreements, and common considerations in agreements, preparation and development of an agreement, measurement of service provision performance.

This intensive but practical course is designed to equip delegates with the knowledge and techniques to manage the procurement process in a consistent and compliant manner to maximise the benefits and to minimise and manage any issues.

## Course content

- Sourcing Strategy and understanding the core business context
- Sourcing process in FM
- Facility Service provision
- Main Characteristics of FM agreements
- Agreement Structure
- Common considerations in agreements
- Preparation and development of an agreement
- Measure Service provision performance

## Programme

### **0845 Registration & tea / coffee**

0915 Welcome and Introduction

0945 Sourcing Strategy and understanding the core business context/Sourcing process in FM

### **1045 Coffee**

1100 Facility Service provision/Main Characteristics of FM agreements

### **1230 Lunch**

1330 Agreement Structure/Common considerations in agreements

### **1445 Tea**

1500 Preparation and development of an agreement/Measure Service provision performance

1600 Discussion

### **1630 Close**

**How do I book?**

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