



## Managing FM Performance & SLAs *Defining, measuring and managing FM services*

Formerly called 'Service Level Agreements', this course has been refreshed and updated

### **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?**

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