



## Quality Management & Customer Service in FM

### 1-day course

#### Aims

##### **How can the principles and theories of quality management be applied to improve FM services?**

We critically examine tools and techniques of quality management that contribute to individual, team and organisational performance, and the way quality standards and accreditation schemes impact on FM.

##### **How do we nurture existing customer relationships and win new ones?**

We review strategies for improving service to customers, clients, end-users and stakeholders, focusing on improvement within the wider context of successful service relationships.

#### Objectives

By the end of this interactive one-day course you will be able to:

- Evaluate the effectiveness of quality systems and approaches
- Develop and implement strategies for improving customer service and relationships
- Understand the appropriate standards and accreditation
- Implement good practice in customer service
- Identify and satisfy stakeholders and manage long term relationships
- Review customer retention and acquisition strategies

#### Description

This course includes a high level of group work, discussion, peer-to-peer debate and exercises enabling delegates to engage with the issues in a lively and interactive learning style. Theories and approaches are brought to life with up-to-date real life examples of good and bad practice, which illustrate the practical applications of tools, processes and techniques. Delegates also go away with a detailed background reading list.

#### Programme

**0830 Registration, Tea & coffee on arrival**

**0900 Welcome & Introduction**

**0915 Principles and Theories of Quality Management**  
*Quality strategy, quality assurance and control*

**10.00 Tools and Techniques**  
*Quality management of individual, team and organisational performance*

**10.45 Tea and coffee**

**11.00 Effective Quality Systems**

*Designing systems and procedures to achieve consistent excellence*

**1145 Quality Standards and Accreditation**

*Assessing the impact of models on the FM function*

**1230 Lunch**

**1330 Improving Customer Service**

*What makes good service? Strategies for improvement*

**1500 Tea and Coffee**

**1515 Managing Customer Relationships**

*Who is the customer? New relationships, retention and troubleshooting*

**1645 Summary and Conclusions**

**1700 Close**

**Tuition for BIFM Level 6 Qualification Unit:**

**FM6.03 Quality Management & Customer Service in FM (6 credits)**

**How do I book?**

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