



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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