

Facility Operations Mastery: SOPs, KPIs and Stakeholders

15 – 19 February 2027
Kuala Lumpur

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Facility Operations Mastery: SOPs, KPIs and Stakeholders

Ref: 103600586_83922 **Date:** 15 – 19 February 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Course Overview:

Facility Operations Excellence: SOP Development, Stakeholder Engagement & KPI Performance Reporting is a practical corporate training course designed for professionals responsible for improving facility operations, service quality, workflow consistency, stakeholder satisfaction, and measurable performance. This course combines Facility Operations Excellence, Facility Operations Management Training, Facility Management Training Course, and Facility Operations Training Course into one integrated learning journey.

Participants will explore Facility Management Best Practices across operational planning, SOP documentation, service delivery, stakeholder communication, vendor coordination, and performance measurement. The course focuses on how facilities teams can improve daily work through Facility Operations Improvement, Facility Process Improvement, Operational Process Improvement, and Workflow Improvement Training.

Through this Facilities Management Course, participants will learn how to design effective Standard Operating Procedures Training, apply SOP Development Training, and build SOP Development for Facility Management using process maps, responsibility matrices, checklists, and compliance controls. The course also develops skills in Stakeholder Engagement Training, Stakeholder Management Course, Facility Service Delivery Training, Service Delivery Training, and Customer Service in Facility Management.

A major part of the course focuses on Facility Management KPI Training, KPI Development Training, Performance Reporting Training, Facility Management KPIs, Dashboard Reporting Training, KPI Reporting Course, and KPI Dashboard Training to help participants monitor performance, improve decision-making, and strengthen accountability.

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Target Audience:

- Facility Managers and Facility Operations Managers
- Facilities Supervisors and Facilities Coordinators
- Operations and Maintenance Managers
- Property Management Professionals
- Administrative Services Managers
- Soft Services and Hard Services Supervisors
- FM Service Delivery Managers
- Vendor and Contractor Managers
- Quality, Performance, and Compliance Officers
- Business Improvement and Process Improvement Specialists
- KPI, Reporting, and Dashboard Analysts
- Customer Service and Internal Service Teams working with facilities
- Department Heads responsible for workplace services and operational support

Targeted Organizational Departments:

- Facilities Management and Facility Operations
- Operations and Maintenance Departments
- Property and Asset Management
- Administration and Workplace Services
- Quality, Excellence, and Continuous Improvement
- Performance Management and Reporting
- Procurement and Vendor Management
- Customer Experience and Service Excellence
- Health, Safety, Environment, and Compliance
- Engineering and Technical Services
- Corporate Services and Shared Services
- Internal Audit and Governance Teams

This course is highly relevant for departments seeking Facility Management Performance, stronger Facility Service Delivery, structured Vendor and Contractor Management Training, clear Service Level Agreement Training, practical Process Mapping Training, and improved Service Performance Management.

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Targeted Industries:

- Facilities Management Companies
- Real Estate and Property Management
- Government and Public Sector Facilities
- Healthcare and Hospitals
- Education and Universities
- Airports and Transportation Facilities
- Hospitality, Hotels, and Commercial Buildings
- Oil and Gas Facilities
- Manufacturing and Industrial Sites
- Banking, Corporate Offices, and Business Parks
- Retail, Malls, and Mixed-Use Developments
- Utilities, Infrastructure, and Public Works
- Smart Buildings and Integrated Workplace Services

Course Offerings:

By the end of this course, participants will be able to:

- Apply Facility Operations Excellence principles to improve facility processes, service consistency, and operational control.
- Use Facility Operations Management Training concepts to align people, place, process, and technology in daily facility work.
- Identify gaps in current workflows using Process Improvement Training, Facility Process Improvement, and Business Process Improvement Course techniques.
- Develop clear process maps, workflow diagrams, responsibility matrices, and control points through Workflow Improvement Training and Process Mapping Training.
- Design practical SOPs using SOP Development Training, Standard Operating Procedures Training, and SOP Development for Facility Management.
- Build SOPs that include purpose, scope, roles, step-by-step procedures, checklists, safety controls, records, review cycles, and approval requirements.
- Improve Facility Service Delivery through stakeholder mapping, communication planning, escalation protocols, and feedback channels.
- Apply Stakeholder Engagement Training, Stakeholder Management Course, and Stakeholder Communication Training to manage internal departments, occupants, contractors, vendors, and senior management.
- Strengthen Customer Service in Facility Management, Internal Customer Service Training, and Service Excellence Training practices.
- Improve contractor performance through Vendor and Contractor Management Training and practical service review methods.
- Link service requirements to measurable outcomes using Service Level Agreement Training and performance standards.
- Develop Facility Management KPIs for maintenance, response time, completion rate, safety, cost, customer satisfaction, vendor performance, and service quality.
- Apply KPI Development Training, Operational KPI Development, and Performance Measurement Training to create indicators that support decision-making.
- Build effective reporting formats using Performance Reporting Training, Facility Performance Reporting, KPI Reporting Course, Dashboard Reporting Training, and KPI Dashboard Training.
- Use Service Performance Management practices to review results, identify corrective actions, and sustain continuous improvement.

Training Methodology:

This course uses a practical and workshop-based methodology designed for facility operations professionals. The learning approach combines instructor-led discussions, real facility management examples, group exercises, case studies, role plays, templates, and guided practice. Participants will not only understand Facility Management Best Practices, but will also apply them to realistic workplace scenarios.

The course begins with diagnostic discussions where participants identify common facility operations challenges such as unclear responsibilities, delayed service requests, inconsistent contractor performance, weak reporting, repeated complaints, and undocumented procedures. These issues are then used as practical examples for Facility Operations Improvement, Operational Process Improvement, and Process Improvement Training.

Participants will work in groups to map a facility workflow, identify waste and duplication, simplify the process, and convert it into an SOP. This supports the practical application of Workflow Improvement Training, Process Mapping Training, SOP Development Training, and Standard Operating Procedures Training.

For stakeholder and service delivery topics, participants will build stakeholder maps, communication plans, service escalation paths, and feedback mechanisms. This reinforces Stakeholder Engagement Training, Stakeholder Management Course, Service Delivery Training, Service Excellence Training, and Customer Service in Facility Management.

For KPI and reporting topics, participants will design sample Facility Management KPIs, classify indicators, build dashboard concepts, and practice Performance Reporting Training, KPI Development Training, Operational KPI Development, and Dashboard Reporting Training. Feedback sessions are included each day to connect learning with the participants' actual facility operations environment.

Course Toolbox:

Note: tools are not provided as software or physical deliverables. The course provides insights, examples, sample structures, and practical references to tools relevant to the course where required.

- Facility operations maturity checklist
- Process selection and prioritization worksheet
- Facility workflow mapping example
- SOP development structure and writing guide
- SOP purpose, scope, responsibility, procedure, and record-control template example
- SOP review and approval checklist example
- Service request workflow example
- Stakeholder mapping matrix example
- Stakeholder communication plan example
- Service level agreement structure example
- Vendor performance review checklist example
- Complaint and escalation tracking example
- Facility Management KPIs library example
- KPI definition sheet example
- Performance measurement worksheet example
- Dashboard reporting layout examples
- KPI review meeting agenda example
- Corrective action and continuous improvement log example
- Facility service performance reporting example
- End-of-course improvement action plan

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Course Agenda:

Day 1: Facility Operations Excellence and Process Improvement Foundations

- **Topic 1:** Understanding facility operations excellence and the role of facilities management in organizational performance
- **Topic 2:** Core responsibilities of facility operations and management teams across hard and soft services
- **Topic 3:** Applying facility management best practices to improve reliability, service quality, and operational control
- **Topic 4:** Identifying common facility operations challenges, including delays, duplicated work, unclear ownership, and service gaps
- **Topic 5:** Introduction to process improvement for facility operations and daily service delivery
- **Topic 6:** Using workflow improvement techniques to reduce waste, improve coordination, and increase service consistency
- **Reflection & Review:** Review current facility operations challenges and identify priority areas for improvement

Day 2: Process Mapping and SOP Development for Facility Management

- **Topic 1:** Introduction to process mapping and its value in facility operations improvement
- **Topic 2:** Defining process owners, process boundaries, inputs, outputs, decision points, and service handoffs
- **Topic 3:** Mapping facility workflows for maintenance requests, cleaning services, inspections, contractor support, and emergency response
- **Topic 4:** Simplifying workflows by removing unnecessary steps, repeated approvals, bottlenecks, and unclear responsibilities
- **Topic 5:** Developing standard operating procedures for facility management using purpose, scope, roles, steps, records, and controls
- **Topic 6:** Building SOP checklists, version control, approval cycles, training requirements, and compliance review methods
- **Reflection & Review:** Review a sample facility SOP and identify improvements for clarity, usability, and operational control

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Day 3: Stakeholder Engagement and Facility Service Delivery

- **Topic 1:** Identifying key facility stakeholders, including occupants, departments, contractors, vendors, senior management, and service users
- **Topic 2:** Mapping stakeholder expectations, service needs, influence levels, communication preferences, and satisfaction drivers
- **Topic 3:** Building effective stakeholder communication plans for facility updates, service disruptions, planned maintenance, and escalations
- **Topic 4:** Improving facility service delivery through clear service standards, response procedures, and issue-resolution pathways
- **Topic 5:** Strengthening customer service in facility management through responsiveness, professionalism, feedback, and follow-up
- **Topic 6:** Managing complaints, service failures, urgent requests, and stakeholder conflict in a structured and professional manner
- **Reflection & Review:** Create a stakeholder engagement approach for a common facility service delivery challenge

Day 4: SLA, Vendor Management and Service Performance Control

- **Topic 1:** Understanding service level agreements and their role in facility operations and service performance management
- **Topic 2:** Defining SLA scope, service standards, response times, completion targets, exclusions, roles, and reporting requirements
- **Topic 3:** Managing vendor and contractor performance through service records, inspections, quality checks, and review meetings
- **Topic 4:** Connecting internal service delivery, outsourced services, and contractor outputs to facility management performance
- **Topic 5:** Monitoring service compliance using work orders, preventive maintenance records, issue logs, and customer feedback
- **Topic 6:** Managing corrective actions, escalation procedures, repeated failures, and continuous improvement actions
- **Reflection & Review:** Review a sample service issue and define the required SLA controls, vendor actions, and reporting steps

Day 5: KPI Development, Performance Reporting and Dashboard Design

- **Topic 1:** Understanding the role of facility management KPIs in operational control, accountability, and decision-making
- **Topic 2:** Selecting meaningful KPIs for maintenance, response time, completion rate, safety, cost, energy, satisfaction, and vendor performance
- **Topic 3:** Differentiating between KPIs, performance indicators, result indicators, activity measures, and general reports
- **Topic 4:** Developing KPI definitions, data sources, calculation methods, targets, owners, review frequency, and corrective action triggers
- **Topic 5:** Designing performance reports and KPI dashboards for facility managers, senior management, vendors, and service users
- **Topic 6:** Using KPI results to identify trends, improve SOP compliance, enhance service delivery, and support continuous improvement
- **Reflection & Review:** Build a facility operations improvement action plan connecting SOPs, stakeholder engagement, SLAs, KPIs, and reporting

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No formal technical qualification is required. However, participants should have basic experience or involvement in facility operations, facilities management, maintenance coordination, service delivery, administration, vendor coordination, quality improvement, or performance reporting. The course is especially useful for professionals who manage operational workflows, SOPs, stakeholders, contractors, SLAs, service quality, or facility KPIs.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4-5 hours, with breaks and interactive activities included. The total course duration spans one week, approximately 20-25 hours of instruction.

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What is the difference between a facility KPI, a performance indicator, and a general report?

A facility KPI is a focused measure that helps managers take action on critical service or operational performance areas, such as response time, preventive maintenance compliance, unresolved service requests, safety incidents, customer satisfaction, or vendor performance. A general report may simply summarize what happened, while a KPI should help facility teams understand what needs attention, who is responsible, and what corrective action is required.

How This Course is Different from Other Facility Operations Excellence Courses:

This course stands out because it does not treat SOPs, stakeholder engagement, and KPIs as separate topics. Instead, it connects them into one practical operating model for facility operations and management. Many Facility Management Training Course programs focus only on maintenance, technical services, or general FM concepts. This course focuses on how facility teams can improve daily performance through documented processes, stakeholder-driven service delivery, and measurable performance reporting.

The course is designed around real facility management needs: unclear workflows, repeated service issues, inconsistent contractor performance, weak reporting, poor stakeholder communication, and limited KPI discipline. Participants learn how Process Improvement Training, SOP Development Training, Stakeholder Engagement Training, and KPI Development Training work together to create stronger operational control.

Another key difference is the practical structure. Participants review facility workflows, convert them into SOPs, map stakeholders, define service expectations, design KPIs, and build dashboard concepts. This makes the course highly relevant for facility managers who need practical improvement outputs, not only theory.

The course also supports both hard and soft FM services, making it suitable for maintenance, cleaning, security, utilities, space management, vendor coordination, and workplace support teams. By combining Facility Operations Excellence, Facility Service Delivery Training, Facility Management KPI Training, and Performance Reporting Training, this course gives participants a complete framework for improving facility service quality, accountability, and operational performance.