



# Facilities Operations Excellence and Service Quality Course

20 – 24 September 2027  
Addis Ababa

## Facilities Operations Excellence and Service Quality Course

**Ref:** 997\_224161 **Date:** 20 – 24 September 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

### Overview

Facilities Operations Excellence and Service Quality Course is a one-week advanced course for facilities leaders, quality teams, service managers, maintenance coordinators, and contract managers, who leave with a Facilities Continuous Improvement Plan. The course connects the facilities service operating model, customer requirements, FM process and standard work, service levels and performance measures, supplier quality, audits, root cause, corrective action, visual control, and improvement. Agile Leaders Training Center develops practical capability in facilities operations excellence and service quality.

### Who Should Attend

- Leaders responsible for facilities service strategy, operating models, and performance
- Teams mapping and controlling workplace, property, and support-service processes
- Personnel managing maintenance interfaces, service requests, and work-order flow
- Functions governing contracts, suppliers, service levels, audits, and customer feedback
- Improvement teams responsible for variation, waste, root cause, and corrective action

The course assumes participants already manage facilities services, quality, maintenance, suppliers, contracts, or performance and leaves out entry-level facilities administration and certification-auditor qualification.

### Departments and Industries

The course supports departments and sectors that rely on consistent workplace, property, asset, and support services.



- Facilities and workplace management
- Property, real estate, and community operations
- Maintenance, engineering, and asset services
- Healthcare, education, hospitality, and public facilities
- Manufacturing, logistics, and corporate campuses
- Procurement, contract management, and outsourced service providers

## **Learning Objectives**

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

- Analyze facilities demand, customer requirements, service risks, and process ownership
- Build process maps, standard work, visual controls, and handoff rules
- Apply service-level, KPI, variation, waste, and supplier-quality methods
- Evaluate audits, nonconformities, root causes, and corrective actions
- Use maintenance and service evidence to prioritize improvement opportunities
- Prioritize a facilities improvement portfolio with accountable measures



## **Course Agenda**

### **Day 1: Facilities Service Quality and Operating Model**

- Facilities Service Operating Model Canvas
- Customer Requirement and Critical-to-Quality Matrix
- ISO 41001:2018 Facilities Management System Map
- Service Quality Objectives and Ownership Charter
- Facilities Service Risk and Control Register

### **Day 2: Process Flow and Standard Work**

- Facilities Process Architecture and SIPOC Map
- Service Request Value-Stream Analysis
- Standard Work and Handoff Control Sheet
- Visual Management and Daily Control Board
- Demand, Capacity, and Backlog Balance Model

### **Day 3: Service Levels and Performance Control**

- Service-Level Agreement and Measure Tree
- Facilities KPI Definition and Data-Quality Sheet
- Variation, Waste, and Failure-Cost Analysis
- Supplier Quality and Performance Scorecard
- Customer Feedback and Service-Recovery Loop

### **Day 4: Assurance and Continuous Improvement**

- Facilities Service Audit and Evidence Checklist
- Nonconformity and Corrective-Action Workflow
- Root-Cause Analysis and Cause-Validation Record
- Maintenance and Service Interface Control Map
- PDCA Improvement Portfolio and Benefits Tracker

### **Day 5: Facilities Excellence Simulation**

- Exercise: Customer Requirement and Process Risk Review
- Exercise: Workflow, Standard Work, and Capacity Diagnosis
- Exercise: SLA, Supplier, and Performance Tradeoff
- Exercise: Root Cause and Corrective-Action Decision
- Capstone Exercise: Facilities Continuous Improvement Plan

## Practical Exercises

The course uses suggested activities that connect facilities decisions with customer, process, supplier, maintenance, and performance evidence.

- Suggested activity: map a service request from demand through completion and feedback
- Suggested activity: diagnose variation and waste using work-order and service-level evidence
- Suggested activity: test a corrective action against a verified root cause
- Suggested activity: assemble a Facilities Continuous Improvement Plan

## FAQs

### Who suits facilities operations excellence and service quality training?

Facilities operations excellence and service quality training suits experienced personnel responsible for facilities services, quality, maintenance, contracts, suppliers, service levels, customer feedback, or performance. It assumes practical responsibility for service delivery or improvement.

### How does facilities operations excellence differ from general facilities management?

Facilities operations excellence concentrates on process flow, standard work, service measures, variation, waste, supplier quality, problem solving, and sustained improvement. General facilities management covers a wider range of strategic, technical, financial, people, asset, and workplace responsibilities.

### What belongs in a facilities service-level agreement?

A facilities service-level agreement should define service scope, demand channels, priorities, response and resolution measures, availability, quality criteria, exclusions, customer responsibilities, supplier obligations, evidence, escalation, reporting, review, and change control.

### How should facilities teams conduct root-cause analysis?

Facilities teams should define the failure, protect service continuity, collect process and asset evidence, distinguish symptoms from causes, test causal links, select actions, assign owners, verify effectiveness, and update standard work and controls.



## **Which measures support facilities operations excellence?**

Facilities operations measures should connect demand, response, resolution, repeat work, backlog, availability, preventive work, failures, service quality, complaints, supplier results, audit findings, costs, safety, resource use, corrective-action closure, and improvement benefits to decisions.

## **Conclusion**

Participants leave with a Facilities Continuous Improvement Plan connecting service demand, processes, standard work, measures, suppliers, maintenance, audits, root cause, corrective action, and benefits. The plan replaces isolated fixes with controlled learning cycles. It gives facilities teams a practical basis for reliable service, accountable improvement, and performance review.