



Consulting and Training | Reach New Heights

Course Name

Facilities Service Assurance and Operational Quality Excellence

Sector Name

Project & Contract Management

Document Type

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Facilities Service Assurance and Operational Quality Excellence

Course Introduction

This training program is designed to strengthen the ability of facilities professionals to deliver consistent, reliable, and measurable facility services that meet organizational requirements and user expectations.

The program will provide participants with a comprehensive framework for facilities service assurance, covering service standards, quality management, performance monitoring, service deficiencies, contractor performance, user experience, service continuity, and operational improvement.

The program will focus specifically on the quality and reliability of facilities services, rather than infrastructure planning or asset investment, allowing participants to develop a service-oriented approach to facilities operations.

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Facilities Service Assurance and Operational Quality Excellence

Target Audience

- ✓ Facilities Managers
- ✓ Facilities Supervisors
- ✓ Property Operations Professionals
- ✓ Facilities Contract Managers
- ✓ Maintenance Managers
- ✓ Service Quality Professionals
- ✓ Operations Managers
- ✓ and professionals responsible for facilities service delivery.

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Facilities Service Assurance and Operational Quality Excellence

Learning Objectives

- ✓ Understand facilities service assurance principles.
- ✓ Establish measurable facilities service standards.
- ✓ Monitor service quality and operational performance.
- ✓ Identify and manage service deficiencies.
- ✓ Evaluate facilities service providers and contractors.
- ✓ Improve facilities user experience.
- ✓ Monitor service reliability and continuity.
- ✓ Establish continuous service improvement practices.

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Facilities Service Assurance and Operational Quality Excellence

Course Outline

✓ DAY 01

Facilities Service Assurance Foundations

Module 1: Introduction to Facilities Service Management

- ✓ Facilities service delivery models
- ✓ Facilities service scope and requirements
- ✓ Service ownership and accountability
- ✓ Roles within facilities service operations
- ✓ Facilities service governance
- ✓ Service delivery standards

Module 2: Service Quality Frameworks

- ✓ Defining facilities service quality
- ✓ Service level requirements
- ✓ Quality specifications
- ✓ Service consistency
- ✓ Quality assurance principles
- ✓ Quality control requirements



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Course Outline

✓ DAY 02

Service Performance and Quality Control

Module 3: Facilities Performance Monitoring

- ✓ Facilities service performance indicators
- ✓ Service-level monitoring
- ✓ Inspection and verification processes
- ✓ Response and resolution performance
- ✓ Service availability measurement
- ✓ Performance trend monitoring

Module 4: Quality Assurance Processes

- ✓ Facilities quality assurance frameworks
- ✓ Service inspection protocols
- ✓ Quality documentation
- ✓ Non-conformance identification
- ✓ Corrective action requirements
- ✓ Quality assurance reporting



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Course Outline

✓ DAY 03

Service Deficiencies and Contractors

Module 5: Service Deficiency Management

- ✓ Classification of service deficiencies
- ✓ Identification of recurring service failures
- ✓ Service issue prioritization
- ✓ Corrective action management
- ✓ Escalation of persistent deficiencies
- ✓ Service recovery requirements

Module 6: Facilities Contractor Performance

- ✓ Contractor service expectations
- ✓ Service-level agreement management
- ✓ Contractor performance indicators
- ✓ Contractor performance reviews
- ✓ Corrective action requirements
- ✓ Supplier improvement planning



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Course Outline

✓ DAY 04

User Experience and Service Reliability

Module 7: Facilities User Experience

- ✓ Understanding occupant expectations
- ✓ User service requirements
- ✓ Facilities request management
- ✓ Complaint management
- ✓ User feedback mechanisms
- ✓ Measuring service satisfaction

Module 8: Service Reliability and Continuity

- ✓ Critical facilities services
- ✓ Service availability requirements
- ✓ Reliability monitoring
- ✓ Service interruption management
- ✓ Continuity arrangements
- ✓ Maintaining essential facilities services



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Course Outline

✓ DAY 05

Facilities Service Excellence

Module 9: Facilities Performance Analytics

- ✓ Facilities service dashboards
- ✓ Service trend analysis
- ✓ Performance variance analysis
- ✓ Recurring issue identification
- ✓ Service benchmarking
- ✓ Management reporting

Module 10: Continuous Service Improvement

- ✓ Facilities service improvement frameworks
- ✓ Improvement opportunity identification
- ✓ Service process standardization
- ✓ Service innovation
- ✓ Lessons learned
- ✓ Sustaining service quality improvements



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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 13, 2026	Dec. 17, 2026	5 days	4250.00 \$	KSA , Riyadh

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