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QUALITY AND PRODUCTIVITY | QP-005

Advanced Quality Excellence and Facilities Management

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Course content

Why Attend

Organizations today are under increasing pressure to deliver high-quality services while maintaining efficient, safe, and cost-effective facilities. Achieving operational excellence requires more than basic quality control—it demands an integrated approach that combines quality management systems with strategic facilities management.

This course equips participants with advanced tools, frameworks, and best practices to enhance quality performance, optimize facility operations, and drive continuous improvement across the organization.

Course Methodology

This program is delivered through a practical and interactive approach:

- Real-world case studies and industry examples
- Group discussions and problem-solving exercises
- Practical application of quality and FM frameworks
- Scenario-based learning and simulations
- Tools and templates for workplace implementation

Course Objectives

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

- Understand advanced principles of quality excellence and facilities management
- Apply integrated quality management systems in operations
- Improve facility performance, efficiency, and service delivery
- Identify and eliminate process inefficiencies
- Implement continuous improvement methodologies
- Align facilities management with organizational strategy



Course content

Target Audience

This course is suitable for:

- Facilities Managers and Coordinators
- Quality Assurance and Quality Control Professionals
- Operations and Maintenance Managers
- Engineering and Technical Staff
- Administrative and Support Services Managers
- Professionals responsible for building, infrastructure, and service quality

Target Competencies

Participants will develop competencies in:

- Quality management systems and frameworks
- Facilities operations and performance optimization
- Process improvement and efficiency enhancement
- Risk and compliance in facilities management
- Service quality measurement and benchmarking
- Strategic planning for facility operations

Course outline

Day 1: Foundations of Quality Excellence and Facilities Management

- Introduction to quality excellence principles
- Overview of modern facilities management
- Relationship between quality and operational performance
- Key quality frameworks (ISO concepts overview)



Course content

Course outline

• Facilities lifecycle management

• Identifying performance gaps in operations

Day 2: Quality Management Systems and Process Improvement

• Quality management system fundamentals

• Process mapping and workflow analysis

• Identifying inefficiencies and waste

• Introduction to continuous improvement (PDCA cycle)

• Root cause analysis techniques

• Practical improvement exercises

Day 3: Facilities Operations and Performance Management

• Core functions of facilities management

• Maintenance strategies (preventive vs corrective)

• Asset management and lifecycle planning

• Space utilization and efficiency optimization

• Service delivery standards and KPIs

• Case study: facility performance optimization

Day 4: Advanced Quality Tools and Risk Management

• Quality measurement and performance indicators

• Introduction to Lean and Six Sigma principles (conceptual)

• Risk management in facilities operations

• Compliance, safety, and regulatory considerations

• Auditing and inspection frameworks



Course content

Course outline

• Practical application of quality tools

Day 5: Strategic Facilities Management and Continuous Excellence

• Aligning facilities management with organizational strategy

• Cost optimization and resource management

• Technology and digital tools in FM

• Sustainability and environmental considerations

• Building a culture of continuous improvement

• Final case study and action planning



Seminar dates

Available seminar dates

Live dates and pricing for Advanced Quality Excellence and Facilities Management generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Amsterdam - Netherlands	Classroom	**€2,240.-**
21 - 25 December 2026	Munich - Germany	Classroom	**€3,400.-**
14 - 18 December 2026	Barcelona - Spain	Classroom	**€3,080.-**
7 - 11 December 2026	Paris - France	Classroom	**€3,600.-**
21 - 25 December 2026	Munich - Germany	Classroom	**€3,400.-**
14 - 18 December 2026	Barcelona - Spain	Classroom	**€3,080.-**
18 - 22 January 2027	Barcelona - Spain	Classroom	**€3,080.-**
15 - 19 February 2027	Munich - Germany	Classroom	**€3,400.-**
15 - 19 March 2027	Barcelona - Spain	Classroom	**€3,080.-**
19 - 23 April 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
17 - 21 May 2027	Rome - Italy	Classroom	**€3,400.-**
21 - 25 June 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
19 - 23 July 2027	Barcelona - Spain	Classroom	**€3,080.-**
16 - 20 August 2027	Barcelona - Spain	Classroom	**€3,080.-**
20 - 24 September 2027	Munich - Germany	Classroom	**€3,400.-**
18 - 22 October 2027	Barcelona - Spain	Classroom	**€3,080.-**
15 - 19 November 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**



Seminar dates

Available seminar dates

Live dates and pricing for Advanced Quality Excellence and Facilities Management generated from the course details page.

Date	Location	Format	Fee
20 - 24 December 2027	Rome - Italy	Classroom	**€3,400.-**

Live online option	Online delivery is available at €1,850.-.