



*Training Course:  
Operations Excellence and Quality Within  
Facilities Management*

*15 - 26 December 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Operations Excellence and Quality Within Facilities Management

Training Course code: SC235419 From: 15 - 26 December 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 9800 € Euro

### Introduction:

Facilities Management FM plays a pivotal role in the smooth functioning and sustainability of any organization. Achieving operational excellence and maintaining high-quality standards within FM is essential for organizational success. This training program is designed to equip FM professionals with the knowledge and skills required to excel in their roles, ensuring efficient operations and adherence to quality standards.

### Target Audience:

- Facilities Managers
- Operations Managers
- Quality Assurance Managers
- Maintenance Supervisors
- Health and Safety Managers
- Sustainability Coordinators
- FM Contractors and Subcontractors
- Any professional involved in the management and maintenance of facilities

### Objectives:

At the end of this Operational Excellence and Quality Within Facilities Management training course, participants will be able to:

1. Effectively report on performance of the function.
2. Create and enhance sustainability within the operations management function.
3. Develop a comprehensive appreciation of the role of quality in successful organizations.
4. Understand the importance of leadership in achieving world-class quality standards.
5. Evaluate the different levels of quality in your organization.
6. Appreciate the skills needed to manage environmental aspects.

7. Appreciate the need to incorporate quality from the design stages.
8. Understand how people in your organization can make or break your quality goals.
9. Develop the skills needed to partner with your supply chain in achieving quality.
10. Appreciate the quality tools and techniques at your disposal.
11. Understand how you can reach your quality goals via the use of audits and quality awards.
12. Examine the intricacies of applying quality standards in service delivery.
13. Understand the role and contribution of the FM Function.
14. Be able to define and manage key Facilities Management Portfolios and Asset types.
15. Ensure compliance both in terms of Quality and adherence to legal standards.
16. Create, develop, and implement Facilities Management Strategy.
17. Effectively manage Main and Sub-Contractors - including snagging and retentions management, both operationally and contractually.
18. Engage in effective people management and dynamics.
19. Develop a practical perspective into contemporary work practices in your field.
20. Implement an Action Plan at your workplace using the knowledge and skills acquired through the course.

## Outlines:

### Day 1: Introduction to Operations Excellence and Quality in FM

- Course Introduction and Objectives
- Overview of Facilities Management
- Importance of Operational Excellence and Quality
- Key Performance Indicators KPIs in FM

### Day 2: Sustainability in Operations Management

- Principles of Sustainability
- Sustainable FM Practices
- Case Studies on Sustainability in FM
- Developing a Sustainability Plan

#### Day 3: Role of Quality in Successful Organizations

- Quality Management Systems QMS
- The Role of Quality in FM
- Understanding ISO Standards
- Case Studies on Quality in FM

#### Day 4: Leadership and Quality Standards

- Leadership Skills for Quality Management
- Building a Quality Culture
- Achieving World-Class Quality Standards
- Leadership Case Studies

#### Day 5: Evaluating Quality Levels and Managing Environmental Aspects

- Quality Assessment Tools and Techniques
- Environmental Management in FM
- Compliance with Environmental Standards
- Practical Exercises on Quality and Environmental Management

#### Day 6: Incorporating Quality from Design to Execution

- Quality in Design and Construction
- Integrating Quality in FM Projects
- Case Studies on Quality Design
- Group Activities on Quality Integration

#### Day 7: People and Quality Goals

- Human Factors in Quality Management
- Employee Engagement and Training
- Case Studies on Workforce Impact on Quality

- Developing a People-Centric Quality Plan

#### Day 8: Partnering with Supply Chain for Quality

- Supply Chain Management in FM
- Collaboration and Quality Assurance
- Case Studies on Supply Chain Partnerships
- Developing a Supply Chain Quality Plan

#### Day 9: Quality Tools, Audits, and Awards

- Quality Tools and Techniques
- Conducting Quality Audits
- Understanding Quality Awards and Recognitions
- Practical Exercises on Quality Tools

#### Day 10: Service Delivery, Compliance, and Strategy Implementation

- Quality Standards in Service Delivery
- Compliance and Legal Standards in FM
- Developing and Implementing FM Strategy
- Action Plan Development and Course Wrap-Up

## Registration form on the Training Course: Operations Excellence and Quality Within Facilities Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
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### Easy Ways To Register

Telephone:  
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