ADVANCED FACILITIES CONTRACT MANAGEMENT: SERVICE LEVEL AGREEMENTS AND KEY PERFORMANCE INDICATORS



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Introduction

Facilities contracts cover cleaning, security, maintenance, catering, and utilities, and they are often the largest outsourced spend a building carries. They also fail quietly: a service slips below the agreed standard for months before anyone measures it, and by then the cost is unrecoverable. This Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators Training Course gives facilities managers, contract managers, and procurement professionals a complete working method for controlling those agreements. Participants learn service level design, KPI and measurement construction, contract administration, performance regimes, and remedies and renegotiation.

Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators Course Objectives

- Apply facilities contract structures and scope definition practice.
- Design service level agreements with measurable, achievable obligations.
- Build KPI sets with correct measurement methods and frequencies.
- Apply performance regimes: payment deduction, bonus, and earn-back.
- Apply contract administration: variation, instruction, and records.
- Apply performance monitoring, data collection, and verification.
- Apply remedies, service credits, and escalation procedures.
- Apply benchmarking and market testing for contract renewal.
- Apply contract exit, transition, and re-tender planning.
- Measure performance with SLA compliance, deduction rate, and service quality scores.

Course Methodology

- Facilitated sessions built on real SLA schedules, KPI reports, and contract files.
- Case workshops on service failures, disputed deductions, and renewal disputes.
- SLA, KPI, and performance regime design exercises with live contract data.
- Contract administration, reporting, and verification practice labs.
- Group exercise on a facilities contract performance framework with target measures.

Who Should Take This Course

- Facilities managers and contract managers.
- Procurement and category managers for FM services.
- Soft service and hard service supervisors.
- Performance and compliance analysts.
- Finance staff handling service deductions and payments.
- Suppliers' account managers and quality staff.

Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators Course Outlines

Day 1: Facilities Contract Structure and Scope

- Facilities service categories: soft and hard services.
- Contract models: input, output, and outcome-based.
- Scope definition, specification, and service catalogue.
- Term, extension, and renewal design.
- Pricing models: fixed, variable, and open book.

- Roles: contract manager, service manager, and performance analyst.
- Governance structure and review meetings.

Day 2: Service Level Agreement Design

- SLA purpose and link to business requirements.
- Writing SMART service level statements.
- Response and rectification times.
- Service windows, availability, and exclusions.
- Criticality tiering of services and assets.
- Aligning SLAs across multiple sites and services.
- Reviewing and amending SLAs during contract life.

Day 3: KPI Construction and Measurement

- KPI selection: outcome, activity, and compliance measures.
- Measurement methods: sampling, audit, and system data.
- Frequency, weighting, and aggregation rules.
- Self-monitoring versus independent verification.
- Data quality and evidence requirements.
- Dashboard and reporting design.
- Setting targets that are demanding but achievable.

Day 4: Performance Regimes and Remedies

- Service credit and payment deduction mechanisms.
- Earn-back and bonus provisions.
- Performance improvement plans and rectification notices.

- Escalation, default, and termination triggers.
- Benchmarking and market testing clauses.
- Managing disputes over measured performance.
- Record keeping for deductions and challenges.

Day 5: Administration, Renewal, and Exit

- Contract administration: variations, instructions, and reporting.
- Governance meetings and performance review cadence.
- Annual contract review and continuous improvement.
- Renewal, extension, and re-tender preparation.
- Exit planning, transition, and knowledge transfer.
- KPIs: SLA compliance, deduction rate, and service quality scores.
- Building a facilities contract management improvement roadmap.

Conclusion

By successfully completing the Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators Training Course, participants will have acquired a thorough working knowledge of facilities contract structures, service level agreement design, KPI construction and measurement, performance regimes and remedies, and contract administration and renewal. They will leave able to write service levels a supplier can meet and a buyer can measure, apply performance regimes that change behaviour rather than generate disputes, and manage renewal and exit with evidence. Gentex Training Center delivers this programme with facilities and contract management practitioners working in live operations.

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FAQs for the Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators course

Q1 What is the "Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators" course about?

It is a five-day programme on controlling outsourced facilities service contracts through measurable service levels. It covers contract structure and scope, SLA design, KPI construction and measurement, performance regimes and remedies, and contract administration, renewal, and exit.

Q2 What are the key benefits of the "Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators" course?

Participants write service levels that suppliers can meet and buyers can measure, apply deduction and earn-back regimes that change supplier behaviour instead of producing disputes, and manage renewal and exit with performance evidence. They also detect service slippage before it costs months of unrecoverable value.

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Q3 What skills will I gain from the "Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators" course?

You will gain facilities contract structure and scope management, service level agreement design, KPI construction, measurement, and verification, and performance regime, remedy, renewal, and exit management.

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Q4 What tools, methods, or standards are covered in the "Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators" course?

The course works with soft and hard facilities service categorisation, input, output and outcome-based contract models, scope definition and service catalogues, term, extension and renewal design, fixed, variable and open book pricing, contract manager, service manager and performance analyst roles, SLA purpose and business linkage, SMART service level statement writing, response and rectification times, service windows, availability and exclusions, criticality tiering of services and assets, multi-site SLA alignment, KPI selection covering outcome, activity and compliance measures, measurement methods including sampling, audit and system data, frequency, weighting and aggregation rules, self-monitoring versus independent verification, data quality and evidence requirements, dashboard and reporting design, target setting, service credit and payment deduction mechanisms, earn-back and bonus provisions, performance improvement plans and rectification notices, escalation, default and termination triggers, benchmarking and market testing clauses, performance dispute management, deduction record keeping, contract administration through variations and instructions, governance meeting and review cadence, annual contract review and continuous improvement, renewal and re-tender preparation, exit planning, transition and knowledge transfer, and KPIs covering SLA compliance, deduction rate and service quality scores.

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Q5 How is the "Advanced Facilities Contract Management: Service Level Agreements and Key Performance Indicators" course applied in real-world practice?

Teams apply it when writing an SLA schedule for a cleaning contract, building a KPI dashboard across multiple sites, applying a service credit after repeated missed response times, preparing evidence for a disputed deduction, market testing an incumbent before renewal, and managing a contract exit and transition to a new supplier.