FACILITIES CONTRACT MANAGEMENT, SERVICE LEVEL AGREEMENTS, AND KEY PERFORMANCE INDICATORS



GENTEX®
TRAINING CENTER

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com

Introduction

Facilities Contract Management, Service Level Agreements, and Key Performance Indicators examines how organizations commission, measure, and control outsourced facilities services. This Training Course covers scope definition, SLA design, KPI frameworks, and contract administration across hard and soft services. Participants study cleaning, security, MEP maintenance, and grounds contracts alongside performance measurement tools. Furthermore, the programme links service specifications to measurable outcomes through scorecard labs and case review. As a result, delegates leave able to write SLAs that work and hold providers to agreed performance.

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

- Define facilities management contracts and their service categories.
- Write scopes of work for hard services, soft services, and specialist tasks.
- Design service level agreements with clear, measurable obligations.
- Build KPI frameworks with targets, weightings, and thresholds.
- Apply the SMART criteria to performance indicators and outcomes.
- Use balanced scorecard thinking to measure service quality.
- Administer contracts using obligation registers and notice discipline.
- Manage variations, deductions, and service credit mechanisms.
- Run performance review meetings and improvement plans.
- Handle contract renewal, benchmarking, and re-tendering decisions.

Course Methodology

- Interactive workshops using real facilities contract and SLA cases.
- Structured SLA drafting labs with peer review and coached feedback.
- KPI design exercises with weighting and threshold modelling.
- Scorecard simulation and performance review role-play.
- Guided analysis of service credit and deduction calculations.
- Action planning that converts each session into a workplace commitment.

Who Should Take This Course

- Facilities managers and operations leads.
- Contract managers and administrators in FM.
- Procurement and sourcing professionals.
- Property and estate management staff.
- Service delivery and maintenance supervisors.
- Finance and cost control business partners.
- Quality, audit, and compliance professionals.

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

Day 1: Facilities Contract Fundamentals

- Defining facilities management and its service scope.
- Hard services, soft services, and specialist service categories.
- Outsourcing models: total FM, bundled, and single-service contracts.

- Contract types: fixed price, schedule of rates, and cost-plus.
- Key performance areas and service outcomes.
- Roles of client, contract manager, and service provider.
- Building the facilities service inventory and asset register.

Day 2: Scope of Work and Service Specifications

- Writing clear scopes for cleaning, security, MEP, and grounds.
- Input specifications versus output and outcome specifications.
- Frequency schedules, response times, and rectification periods.
- Staffing levels, competency, and uniform requirements.
- Sustainability, waste, and energy performance requirements.
- Health and safety, permits, and site access rules.
- Asset maintenance regimes and PPM schedules.

Day 3: Designing Service Level Agreements

- SLA structure: service descriptions, standards, and remedies.
- SMART criteria for measurable service standards.
- Priority tiers and response-time definitions.
- Service credit, deduction, and bonus mechanisms.
- Escalation matrices and dispute resolution clauses.
- Benchmarking and market testing provisions.
- Drafting and reviewing a complete SLA.

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com

Day 4: KPI Frameworks and Performance Measurement

- Building KPI frameworks: leading and lagging indicators.
- Weighting, thresholds, and scoring methodologies.
- Balanced scorecard application to facilities services.
- Data collection, verification, and reporting cadence.
- Customer satisfaction and helpdesk metrics.
- Dashboards, trend analysis, and exception reporting.
- Scorecard simulations with real performance data.

Day 5: Contract Administration, Review, and Renewal

- Obligation registers, deliverable trackers, and notice calendars.
- Performance review meetings and improvement plans.
- Managing variations, additional works, and change control.
- Non-performance handling, remedies, and termination.
- Contract renewal, extension, and re-tendering decisions.
- Lifecycle cost, whole-life value, and benchmarking reviews.
- Personal action plan and continuous improvement.

Conclusion

By successfully completing Facilities Contract Management, Service Level Agreements, and Key Performance Indicators, participants will have acquired a practical command of service scoping, SLA design, KPI construction, and performance review. They will know how to write measurable standards, calculate deductions and service credits, and run review meetings that drive improvement. In addition, the course prepares delegates to benchmark providers and make sound renewal decisions. As a result, they return to work ready to manage facilities contracts with measurable results. Gentex Training Center delivers this Training Course with a practical, standards-based approach.

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

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

It is a five-day programme that explains how to commission, measure, and control outsourced facilities services. It covers scope writing, SLA design, KPI frameworks, scorecards, contract administration, performance reviews, benchmarking, and renewal decisions.

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com

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

Participants gain the ability to set measurable service standards, hold providers accountable with evidence, and control cost through proper deduction and credit mechanisms. They also learn to reduce service failures, raise satisfaction scores, and make renewal decisions based on real performance data.

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

Facilities service scoping and specification writing, SLA design with measurable standards and remedies, KPI framework construction with weightings and thresholds, and contract administration with performance review and benchmarking management.

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

The course covers output and outcome specifications, SMART criteria for service standards, priority tiers and response-time definitions, service credit and deduction mechanisms, balanced scorecard application, leading and lagging KPI indicators, weighting and threshold scoring models, escalation matrices, planned preventive maintenance (PPM) schedules, benchmarking and market testing provisions, and obligation registers with notice calendars.

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com

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

Delegates apply it through service specifications, SLA documents, KPI scorecards, helpdesk and satisfaction reporting, performance review meetings, deduction calculations, improvement plans, variation approvals, and benchmarking studies. They also use it to prepare renewal recommendations and to audit provider compliance across multiple sites.