



— Course details

# Advanced Quality Excellence and Facilities Management

Quality and Productivity

— Seminar content

## What you will learn

### 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

— Course details

QP-005

Quality and Productivity

— Upcoming seminar

**€4,200.-**

Venue

London - U.K

Date

11 - 15 May 2026

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

## **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

#### — Seminar details

## Detailed 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)
- 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
- 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

### Dates and locations

## Available seminar dates

17 dates

### Presence seminar dates

Date	City	Duration	Price
11 - 15 May 2026	London - U.K	5 Days	€4,200.-
8 - 12 June 2026	Munich - Germany	5 Days	€3,450.-
6 - 10 July 2026	Amsterdam - Netherlands	5 Days	€4,250.-
10 - 14 August 2026	London - U.K	5 Days	€4,200.-
14 - 18 September 2026	Munich - Germany	5 Days	€3,450.-
5 - 9 October 2026	Vienna - Austria	5 Days	€4,250.-
16 - 20 November 2026	Barcelona - Spain	5 Days	€3,850.-
7 - 11 December 2026	Paris - France	5 Days	€4,500.-

Date	City	Duration	Price
21 - 25 December 2026	Munich - Germany	5 Days	€4,250.-
4 - 8 May 2026	Barcelona - Spain	5 Days	€4,250.-
15 - 19 June 2026	Barcelona - Spain	5 Days	€4,250.-
20 - 24 July 2026	Munich - Germany	5 Days	€3,450.-
3 - 7 August 2026	Barcelona - Spain	5 Days	€3,850.-
7 - 11 September 2026	Amsterdam - Netherlands	5 Days	€4,250.-
12 - 16 October 2026	Rome - Italy	5 Days	€4,250.-
9 - 13 November 2026	Kuala Lumpur - Malaysia	5 Days	€2,250.-
14 - 18 December 2026	Barcelona - Spain	5 Days	€3,850.-

## — Online seminar dates

Date	Format	Duration	Price
11 - 15 May 2026	Live online	5 Days	€1,850.-
8 - 12 June 2026	Live online	5 Days	€1,850.-
6 - 10 July 2026	Live online	5 Days	€1,850.-
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