



PERFORMANCE MANAGEMENT IN FM CONTRACTS

ABOUT THE COURSE

The performance management framework aims to keep both FM service providers and clients focused and aligned with the organization's strategic goals. This performance management training course will show how to blend Key Performance Indicators, Critical Success Factors, and Performance Objectives into an effective performance management system. The training was developed following extensive research and is based on FM best practices.



WHO SHOULD ATTEND?

This training course is suitable for Facilities Managers, Commercial Managers, Performance Managers and supervisors who are or will be responsible for implementing performance management techniques.

COURSE OBJECTIVES

1. Understand the concept of performance management
2. Understand the importance of performance evaluation in FM contracts
3. Identify the tools needed to evaluate the service provider performance
4. Recognize the advantages of utilizing effective goal-setting tools and link them to performance measurement systems
5. Learn how to conduct the actual performance audit and utilize the results of performance audits to take the corrective actions needed

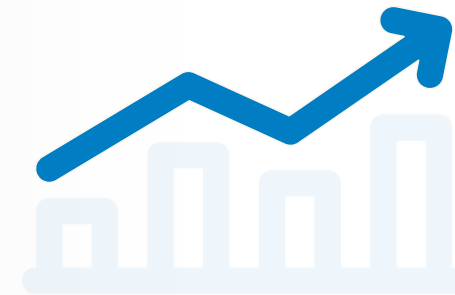




DISCOVER THE COURSE TOPICS

1. Introduction and Definitions
2. Tender Management Process
3. Contract Management
4. Service Provider Evaluation
5. Performance Reporting and Management
6. Balanced Score Card in Facilities Management
7. Facilities Management Metrics
8. Case Studies

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