

Service Level Agreement for Facility Management

17th & 18th February 2011









With such dependency on internal and external service suppliers it is **vital that there is no mistake about what is expected of suppliers - and what customers' responsibilities are.** With the trend to outsourcing, effective specifications are crucial, describing what the service comprises and what service quality is needed.

Mistakes may be expensive for both customer and supplier, compromising mission achievement and threatening profitability. **Getting it right can lead to lasting and mutually profitable customer-supplier relationships** that deliver real competitive edge.

Workshop Objective:

- Appreciate how to establish a reasonably good quality SLA document for both FM service provider and the customers.
- Understand how to audit and review SLA for continual improvement of FM services
- Learn methods and techniques to deal adequately with both customer needs and organizational interests
- Aware of the different types of SLA format for FM

Workshop Outline:

-  Introduction
-  Service Level Agreement
-  Establishment & Measurement of Services' Performance
-  Keys to Measuring and Monitoring Service
-  Service Level Agreement - Standards and Services
-  Service Level Breakdowns
-  SLA - Continuous Process & Additional requirement
-  Creating a Personal Action Plan

Workshop Fee: \$650.00
(inclusive of tea breaks,
lunch and manual)

Group discount available!



Making a difference in FM.....