Performance and Quality

Chapter 1

Setting the Strategic Direction

Chapter 2

Identifying Performance Improvement Opportunities

Chapter 3

Metrics

Chapter 4

Measuring and Monitoring

Chapter 5

Performance Reporting

Chapter 6

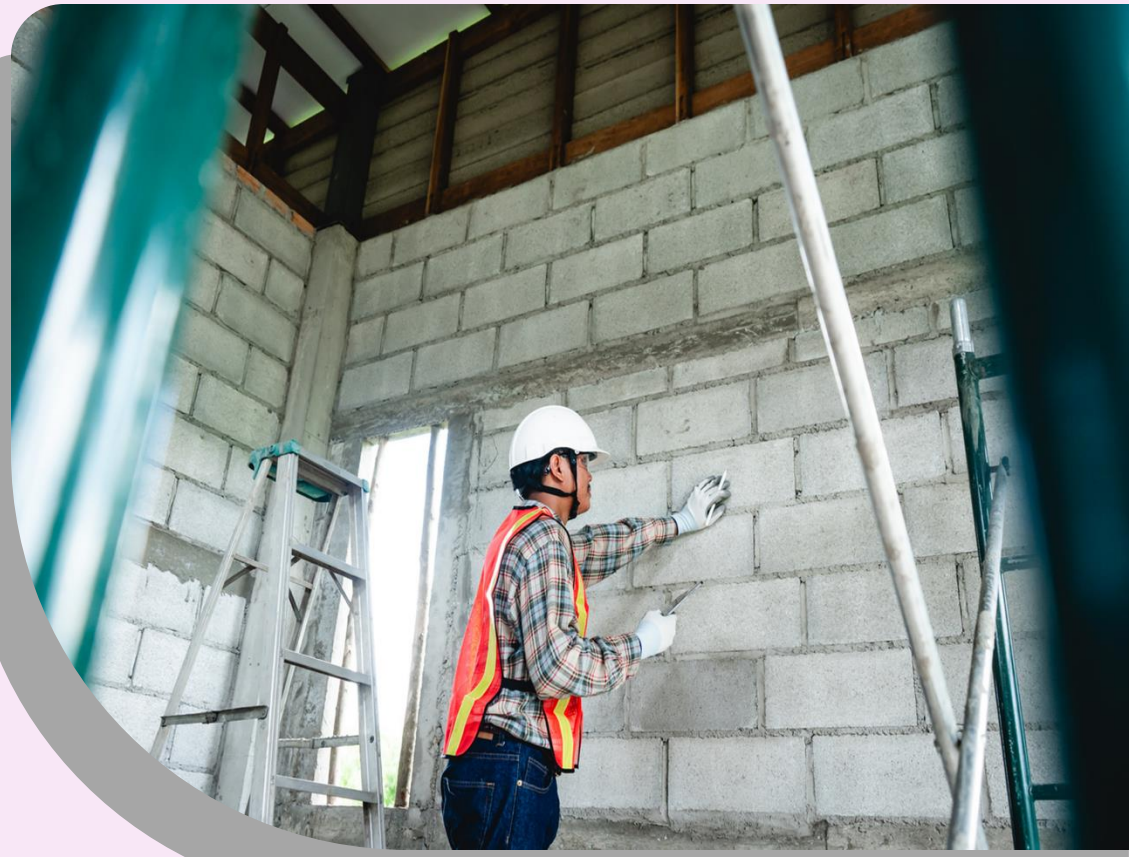
Facility Management Quality Fundamentals

Chapter 7

Quality Measures for the Facility Organization

Chapter 8

Quality Assessment of Facility Management Services



Chapter 1

Setting the Strategic Direction

Contents:

1-What is a Q M S ?

2-Aligning FM with the Demand

3 MIN

Chapter 1

PIN 02464746

1-What is a Quality Management System

Quality Management System

Performance Management

1-Documenting the Current State

2-Identifying Improvements

3-Assessments and Metrics

4-Resource Optimization

Performance Management

5-Sustainability

6-Testing and Communication

7-Solution Implementation

2-Aligning FM with the Demand Organization's Mission

6-Aligning FM with the Demand Organization's Mission

Performance Management Considerations

Success drivers and translate to KPI

Understanding stakeholder needs

Chapter 2

Identifying Performance Improvement Opportunities

Contents

1- 3 Levels of Performance

2- The Assessment Model

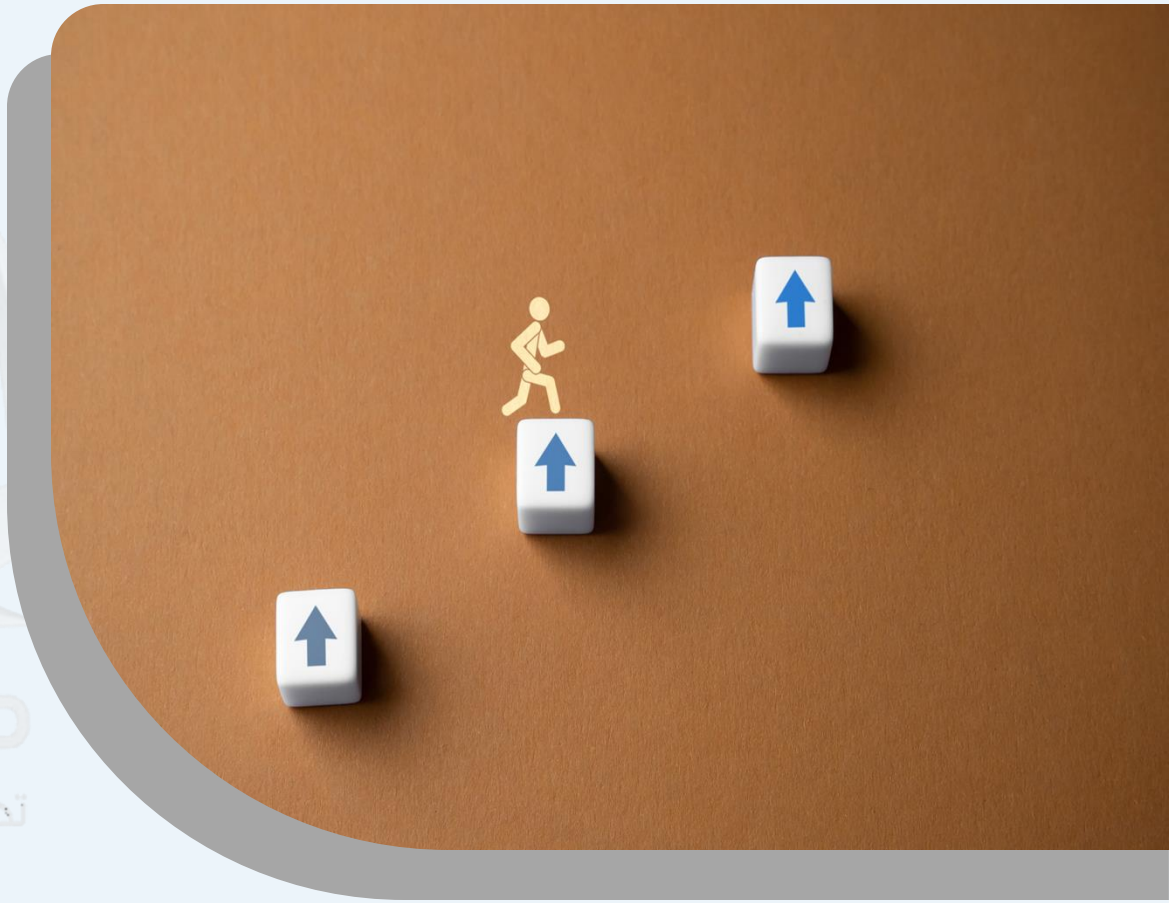
3- Mapping a Process

3.3 Min

Chapter 2

PIN 02672499

1- Three Levels of Performance

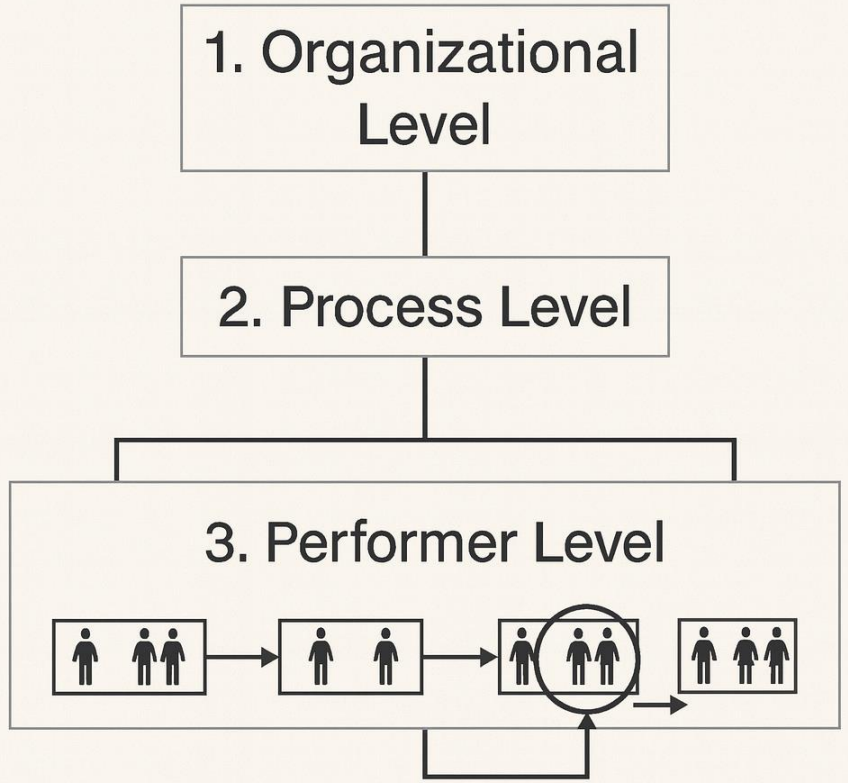


1- Three Levels of Performance

1-Organizational Level

2-Process Level (Focus)

3-Performer (Job) Level



2- The Assessment Model

2- The Assessment Model

1-Define the Current State

2-Desired State

3-Gap analysis

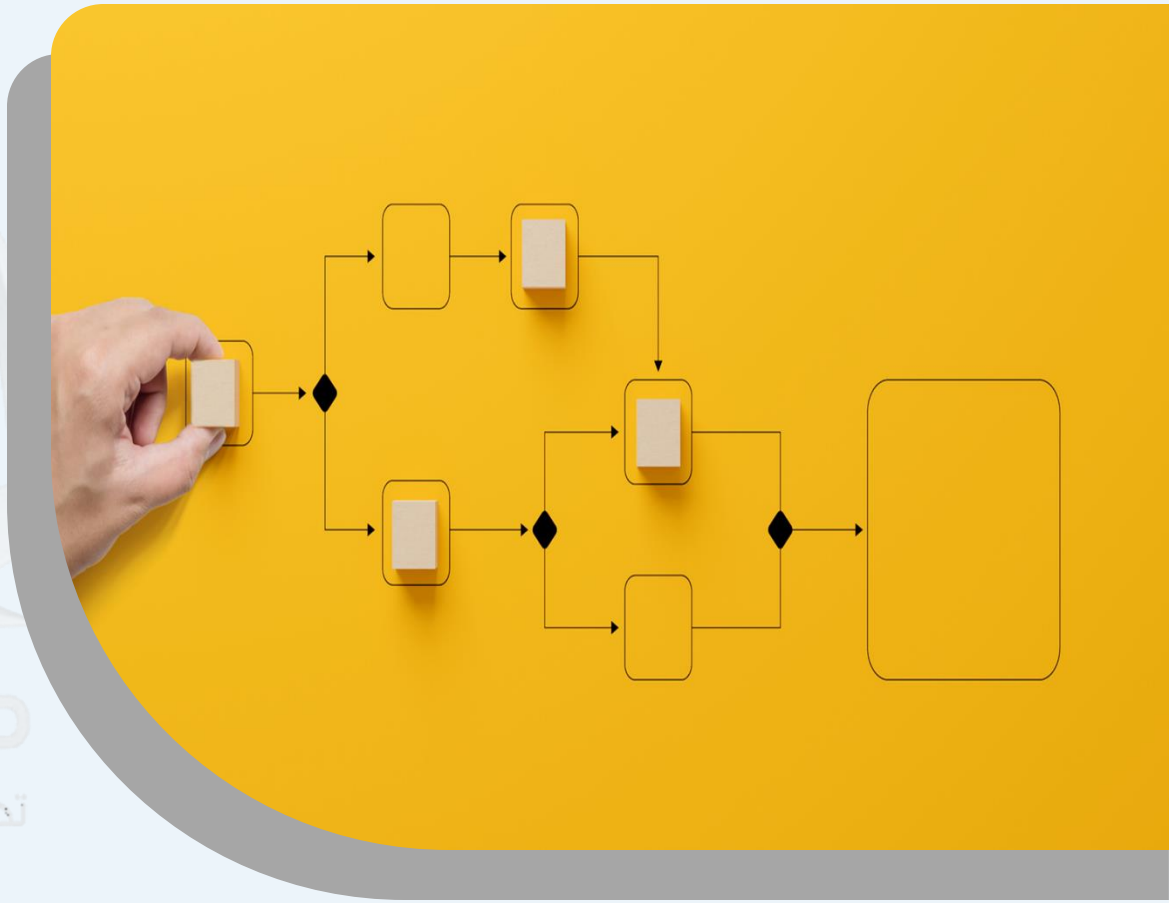
2- The Assessment Model

4-Solutions

5-improvement opportunity

6-Using Corrective action

3- Mapping a Process



Type of Process Mapping

1-"As-Is" Process Map

2-"Should-Be" or "To-Be" Process Map

3-Ideal Process Map

4-Cross-Functional Process Map

Chapter 3

Metrics

Contents

2.5 min

Chapter 3

PIN 08977861

1-Making Better Decisions with Data

Goal of performance Management

Improve decision-making to

maximize operational performance

Types of Metrics

1-People Metrics

2-Customer Metrics

Balanced Scorecard (BCS)

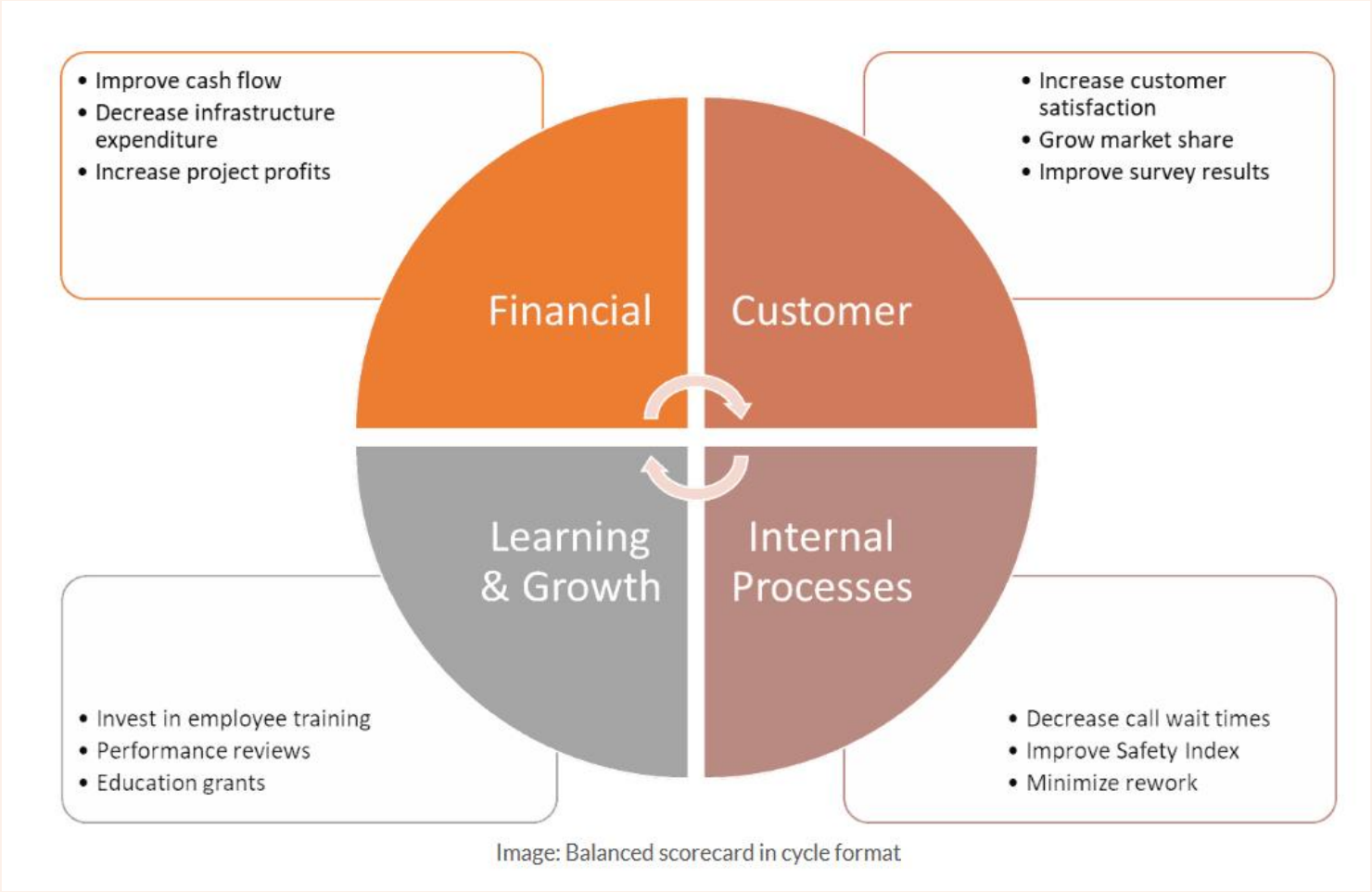


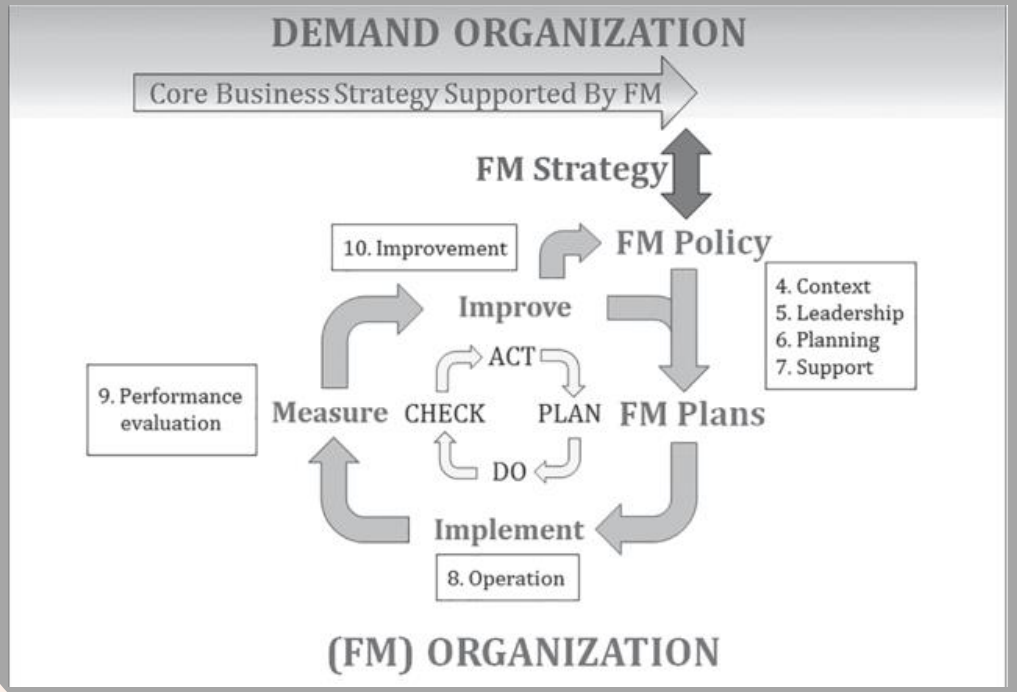
Image: Balanced scorecard in cycle format

Additional Models

2-ISO 41001:2018

Plan-Do-Check-Act

(PDCA) Cycle



2-Establishing Metrics and Measuring What is important

2-Establishing Metrics and Measuring What is important

1-Facility Portfolio

2-Developing and Using Metrics

3-Linking to Business Goals

4-Access to reliable data

3-The Role of the Performance Management System

Identifying quality data

The right data

at the right time

Chapter 4

Measuring and Monitoring

Contents

1-what needs to be monitored

2-Where to look for data

2 Min

Chapter 4

PIN 040529

1-Determining what needs to be monitored and measured

1-Determining what needs to be monitored and measured

Service Criticality

Strategic Importance

Cost Relevance

Impact on Decision-Making

2-Where to look for Data

2-Where to look for data

Multiple Systems

CAFM

CMMS

IWMS

BIM

2-Where to look for data

Service Providers

Tactical Level

Operational Level

Chapter 6

Facility Management Quality Fundamentals

Contents

1.3 Min

Chapter 6

PIN 02122747

Contents

1-The Evolution of Quality

Ancient Developments

1450 BC (Ancient Egypt & Sudan)

1046 BC – 256 BC (China)

5th – 15th Century (Middle Ages, Europe)

Industrial Revolution(1760–1920)

1785: Honore Blanc

1910: Frederick Taylor

1920: Walter Shewhart

Quality Standardization (1981 – 2018)

Motorola introduced Six Sigma

Quality Stander (ISO 9000)

MB National Quality Award

2018: ISO 41001

2-The Goal of Quality Facility Management

2-The Goal of Quality Facility Management

FM enhance quality by

1-High Accuracy

2-Compliance with Standards

3-Customer Satisfaction

3-Systems Thinking

Chapter 7

Quality Measures for the Facility Organization

Contents

Contents

5 Min

Chapter 7

PIN 04890681

1-Standards

Standards in FM

1-Conformance Standards

2-Consensus Standards

Key Standards in FM

1-ANSI

2-ASHRAE

3-ASTM

4-BSI

Key Standards in FM

5-CEN

6-Data Exchange Standards

7-IFMA/BOMA Standards

8-ISO 9000 / ISO 9001:2008

2-Distinctions between

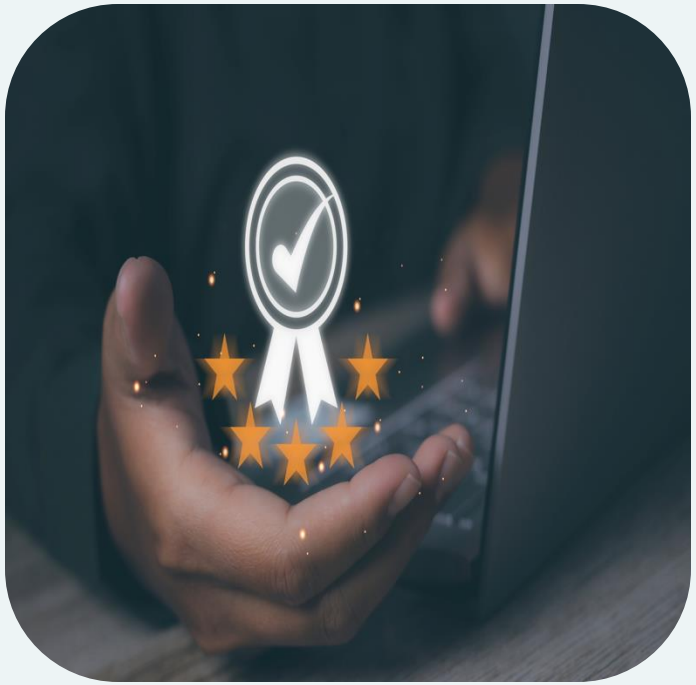
Standards,

Codes,

Practices,

Best Practices and Protocols

2-Distinctions between Standards, Codes, Practices, Best Practices and Protocols



VS

Standards

Codes

2-Distinctions between Standards, Codes, Practices, Best Practices and Protocols

Practices

Best Practices

Protocol

3-Quality Data and Facility Performance

3-Quality Data and Facility Performance

Key Data Collection & Analysis Tools

1-Benchmarking

2-Problem Statements

3-Gap Analysis

Key Data Collection & Analysis Tools

4-Quality Tools

5-Basic Statistical Analysis

3-Quality Data and Facility Performance

1-Benchmarking

1-Internal

2-External

3-Competitive

4-Generic

3-Gap analysis

Difference between current performance and goals

3-Quality Data and Facility Performance

Steps

1-Define the gap

2-Identify root causes

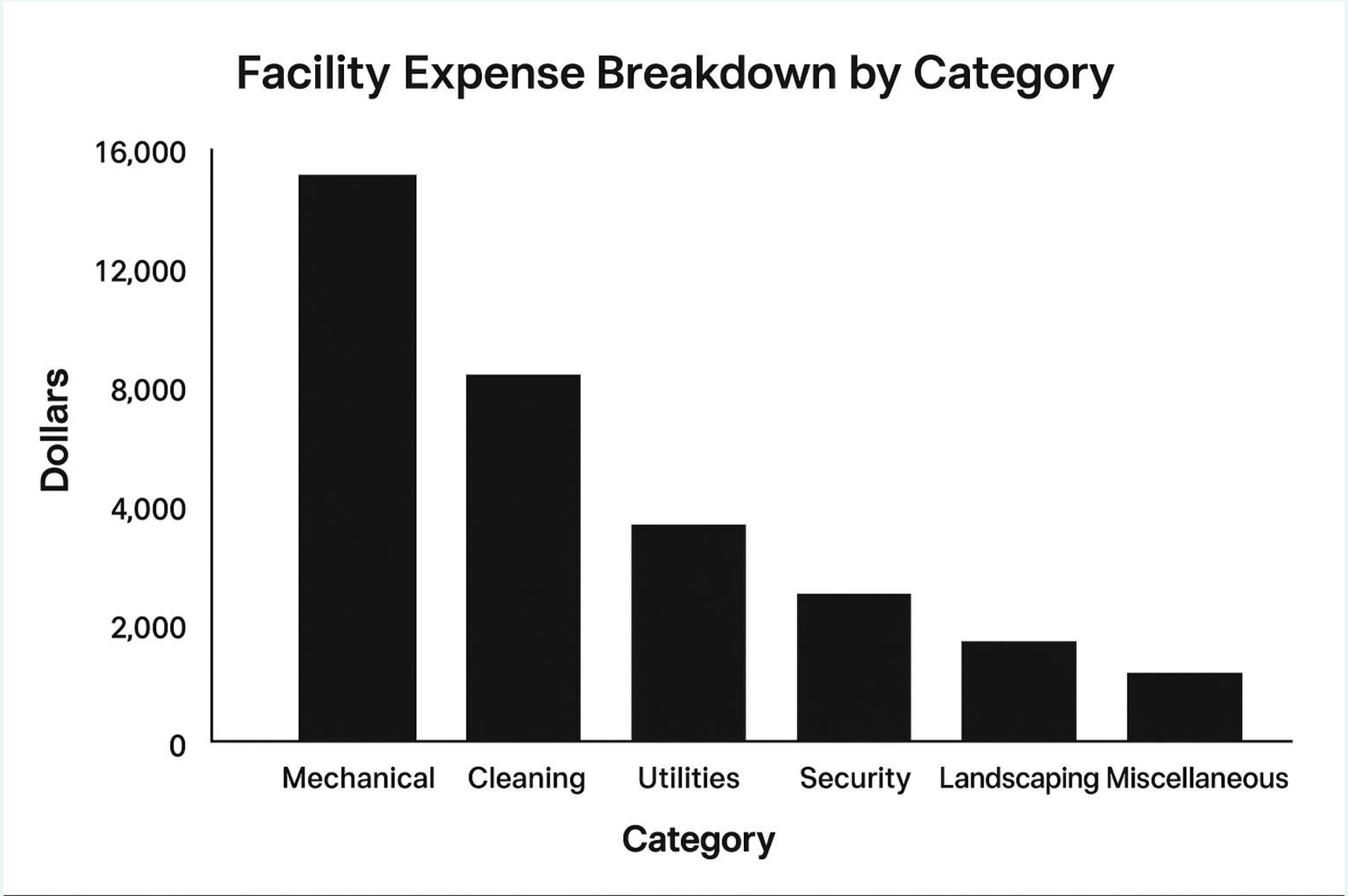
3-Analyze contributing factors

4-Develop improvement strategies

4-Quality Control Tools

1-Pareto Chart

4-Quality Control Tools



2-Check or Tally Sheet

	Day of the Week					
Priority Classification	Mon.	Tue.	Wed.	Thur.	Fri.	Total
Emergency	x	x				2
Urgent		xxx	xxxx			12
Routine			xxxxx	xxxxx	xxx	28
Total	9	11				42
		2	5	10	13	48
	Total	9	11	5	10	42

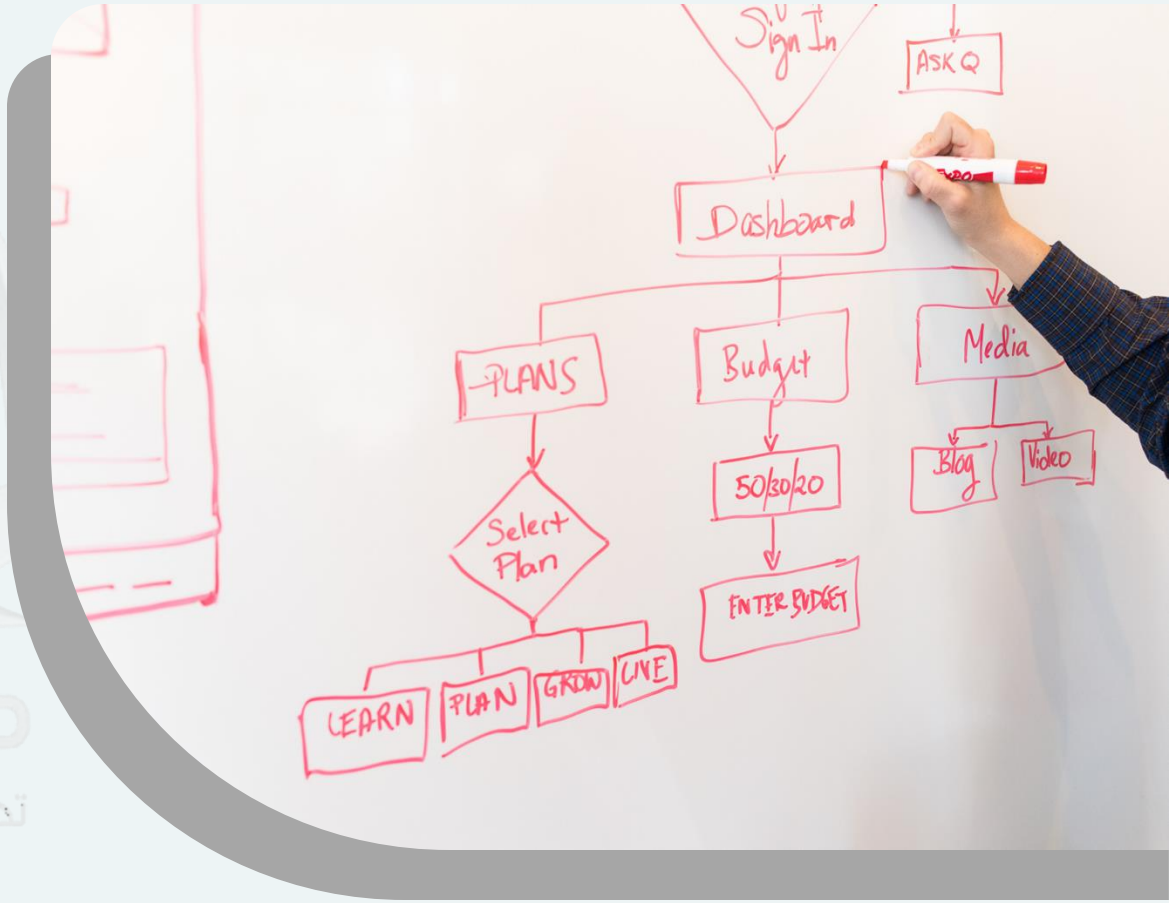
3-Flowcharts

Providing a clear picture

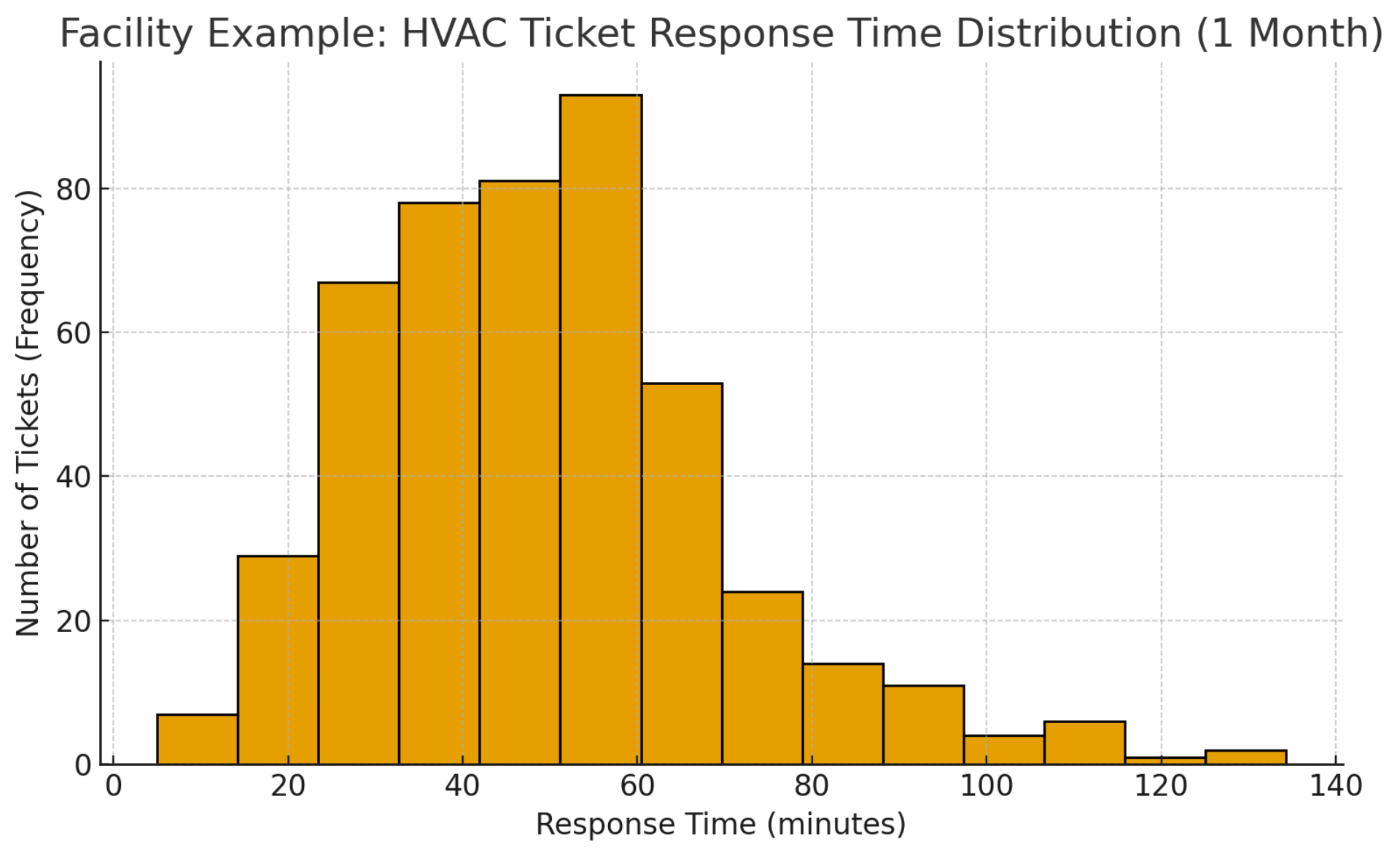
Clarifying roles

Standardizing process

Areas for improvement



4-Histograms



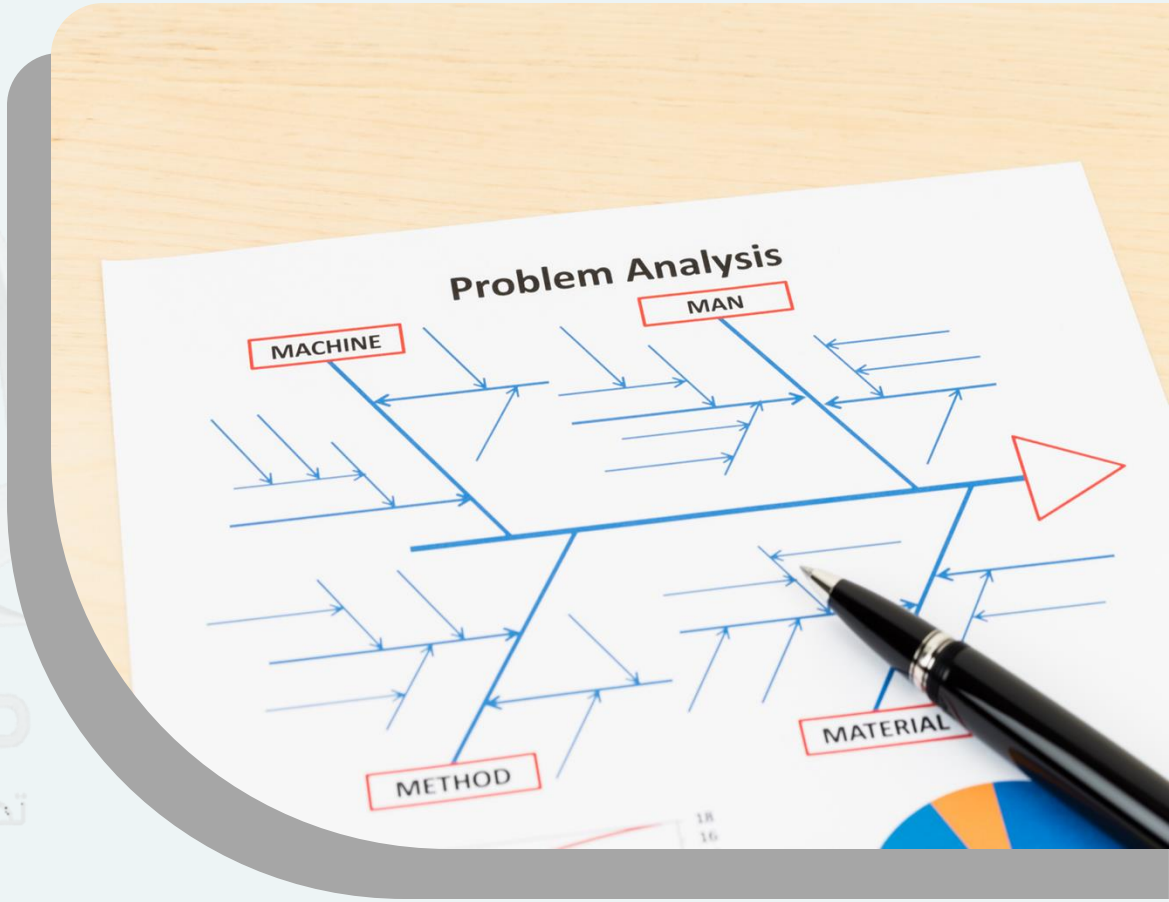
4-Cause-and-Effect Diagram

1-People

2-Plant

3-Policies

4-Procedures



5-Quality Management Processes

5-Quality Management Processes

1-PDCA Cycle

1-Plan

2-Do

3-Check

4-Act

2-DMAIC Model

1-Define

2-Measure

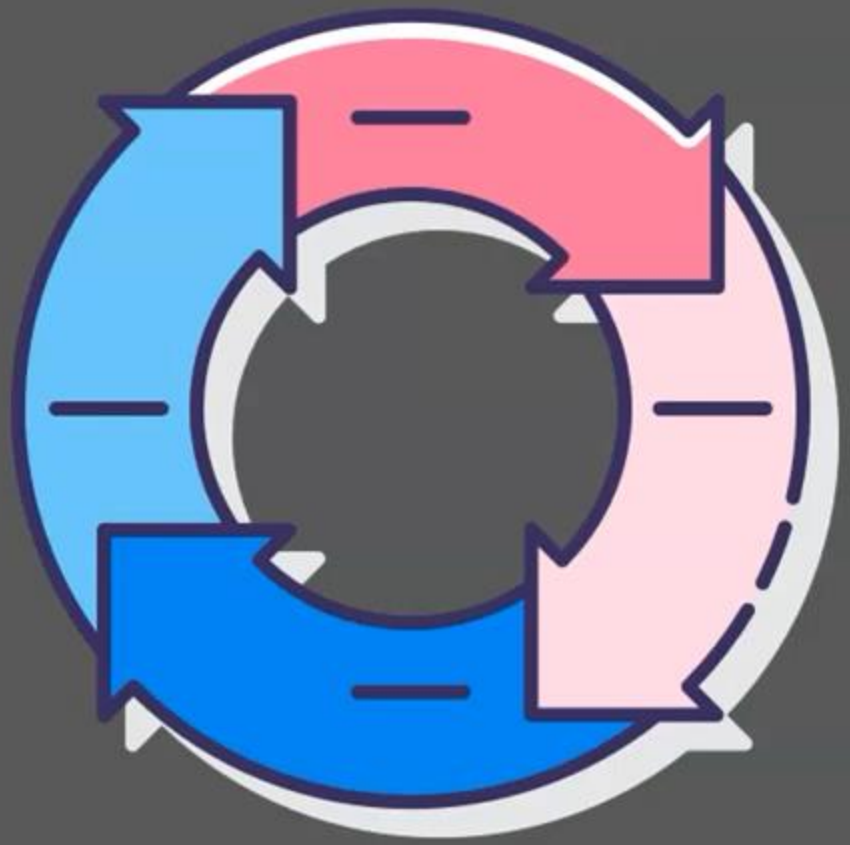
3-Analyze

4-Improve

5-Control

DMAIC Video


Define
Measure
Control
Improvement Process
Analyze
Improve



Introduction to

DMAIC LIFECYCLE

6-Basic Statistics

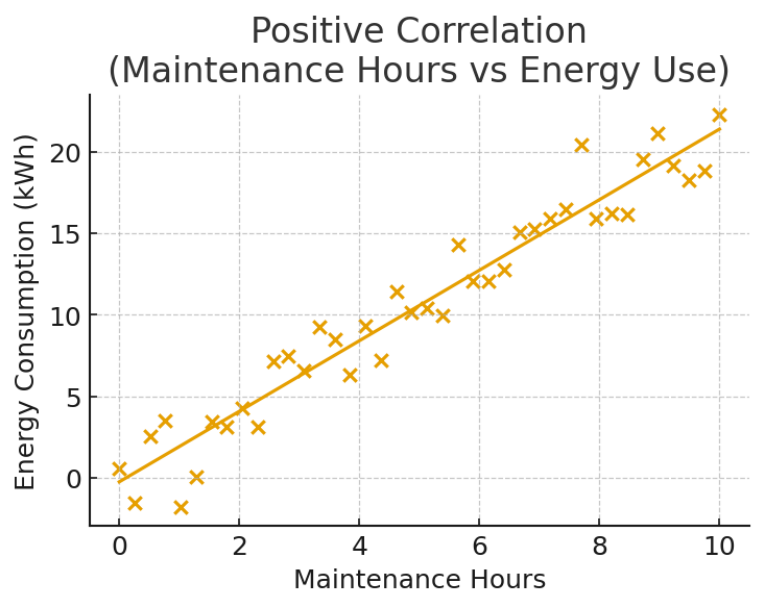
Measures of Central Tendency

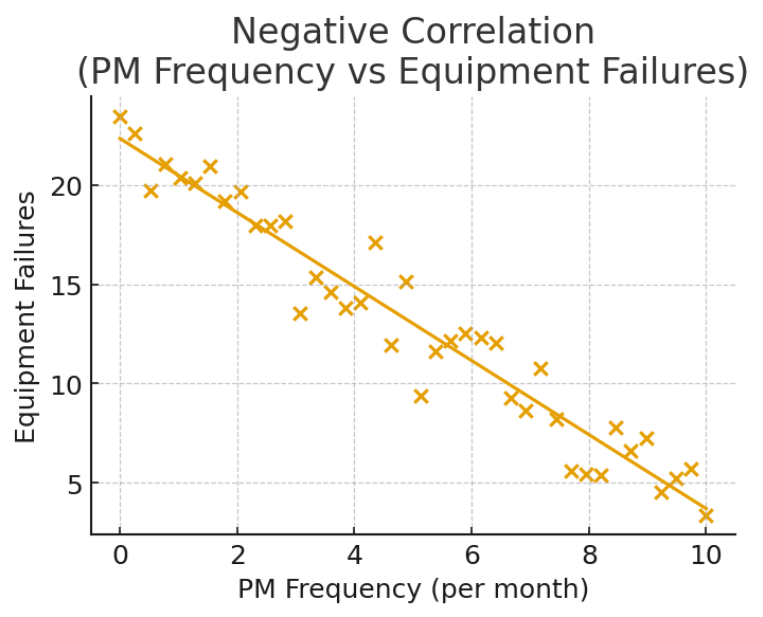
1- Mean (Average)

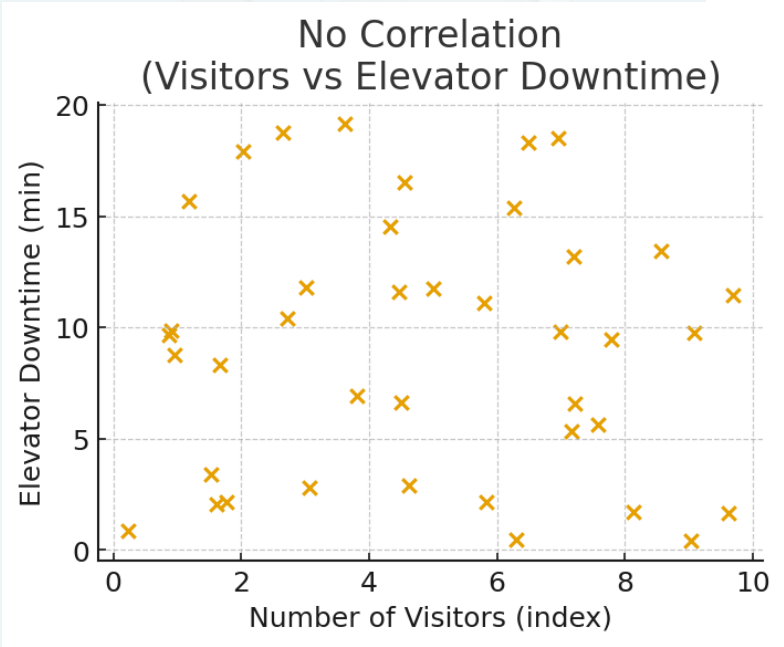
2-Median (Middle Value)

3-Mode (Most Frequent Value)

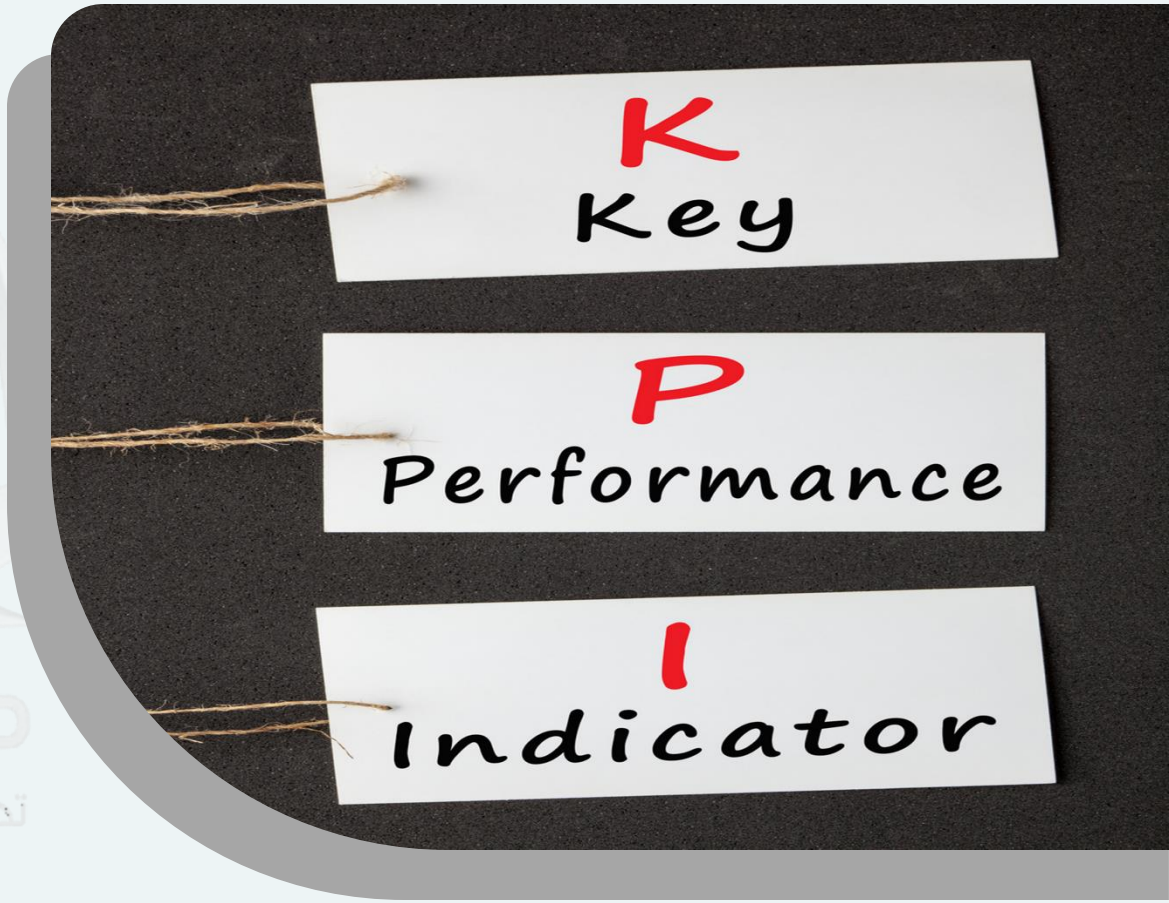
6-Basic Statistics







7-Leading and Lagging Indicators.



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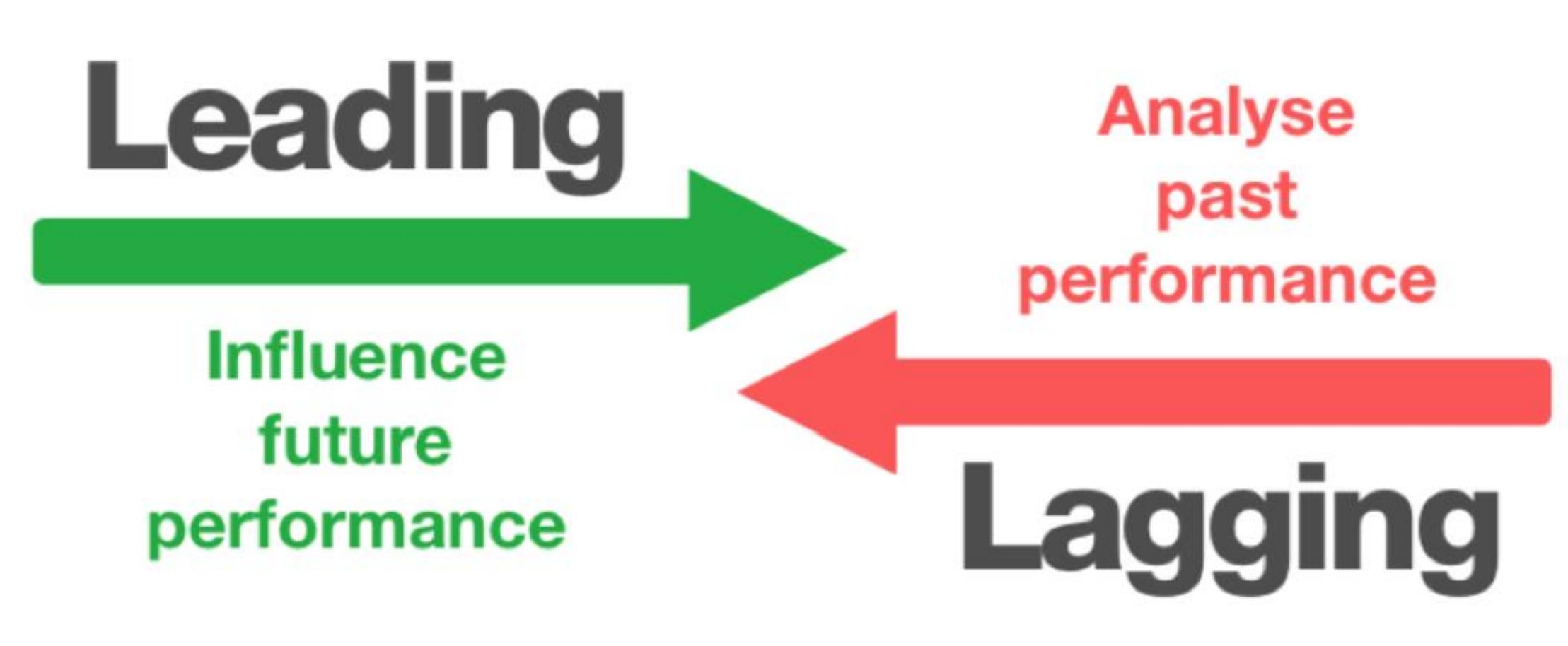


8-FM Internal Audits

8-FM Internal Audits

1-Facilities Audit

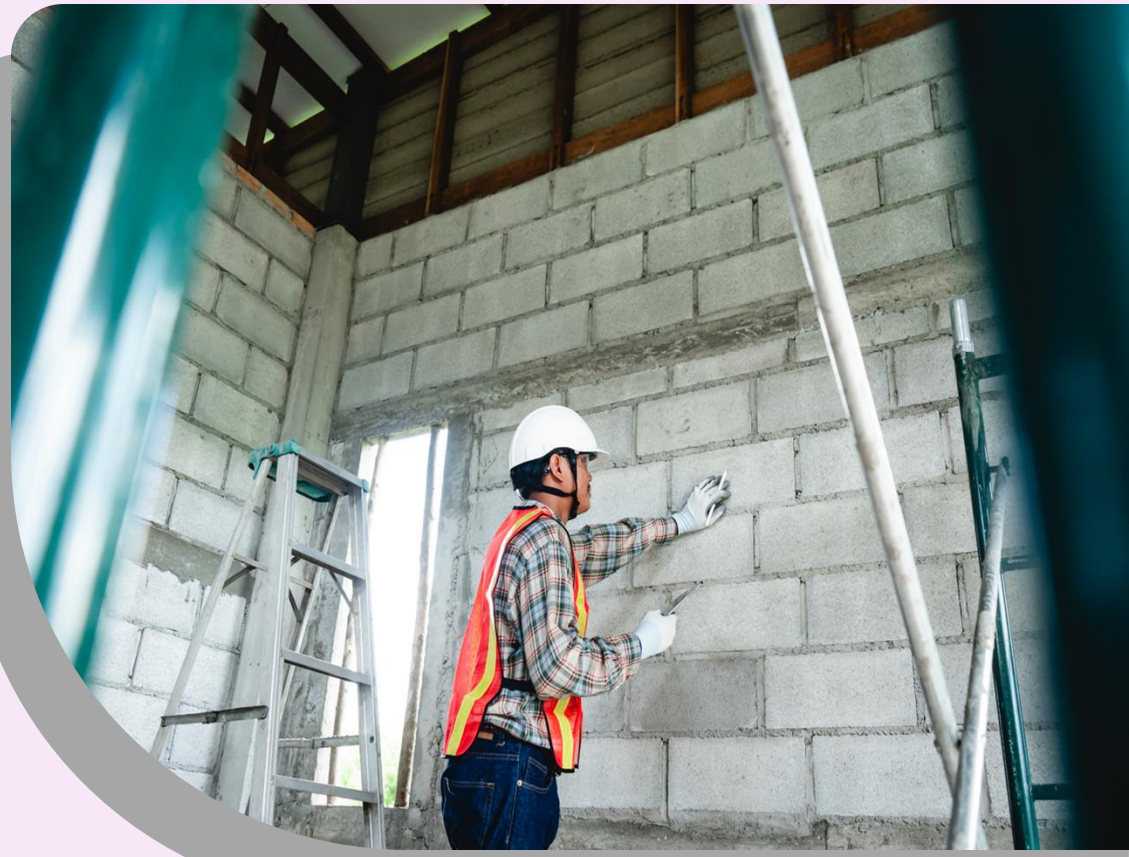
2-Space Audit

3-Financial Audit

4-Energy Audit

Chapter 8

Quality Assessment of Facility Management Services



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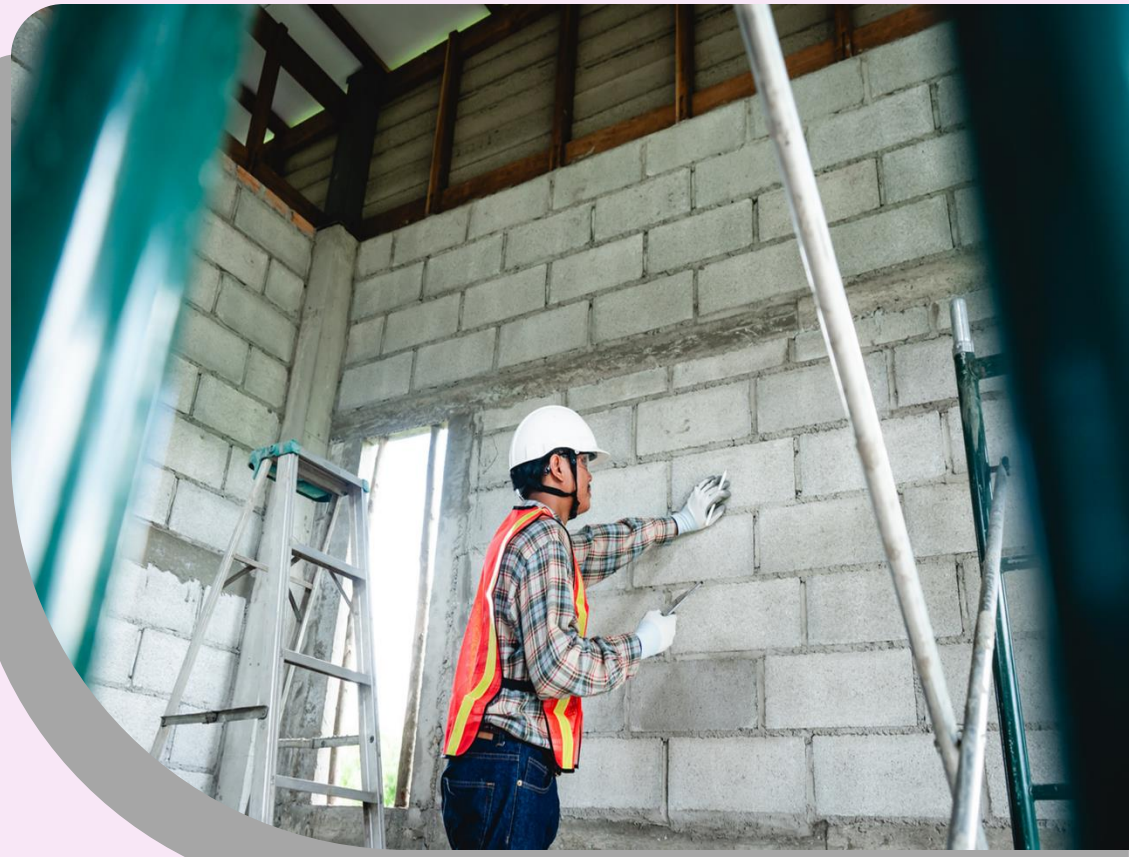


2.5 min

Chapter 8

PIN 011090

1-Measuring Customer Satisfaction

1-Measuring Customer Satisfaction

Qualitative Measures

Quantitative Measures

1-Measuring Customer Satisfaction

Qualitative Tools	Quantitative Tools
Flow Chart	Pareto chart
Cause and Effect Diagram	Check sheet
Surveys	Control Chart
Focus Groups	Histogram
Interviews	Basic Statistical Tools

1-Measuring Customer Satisfaction

Complaint Management

Automated Tracking

Enhanced Analytics

Improved Reporting

Supports Continuous Improvement

1-Measuring Customer Satisfaction

Interviews

understand customer perceptions

and service expectations

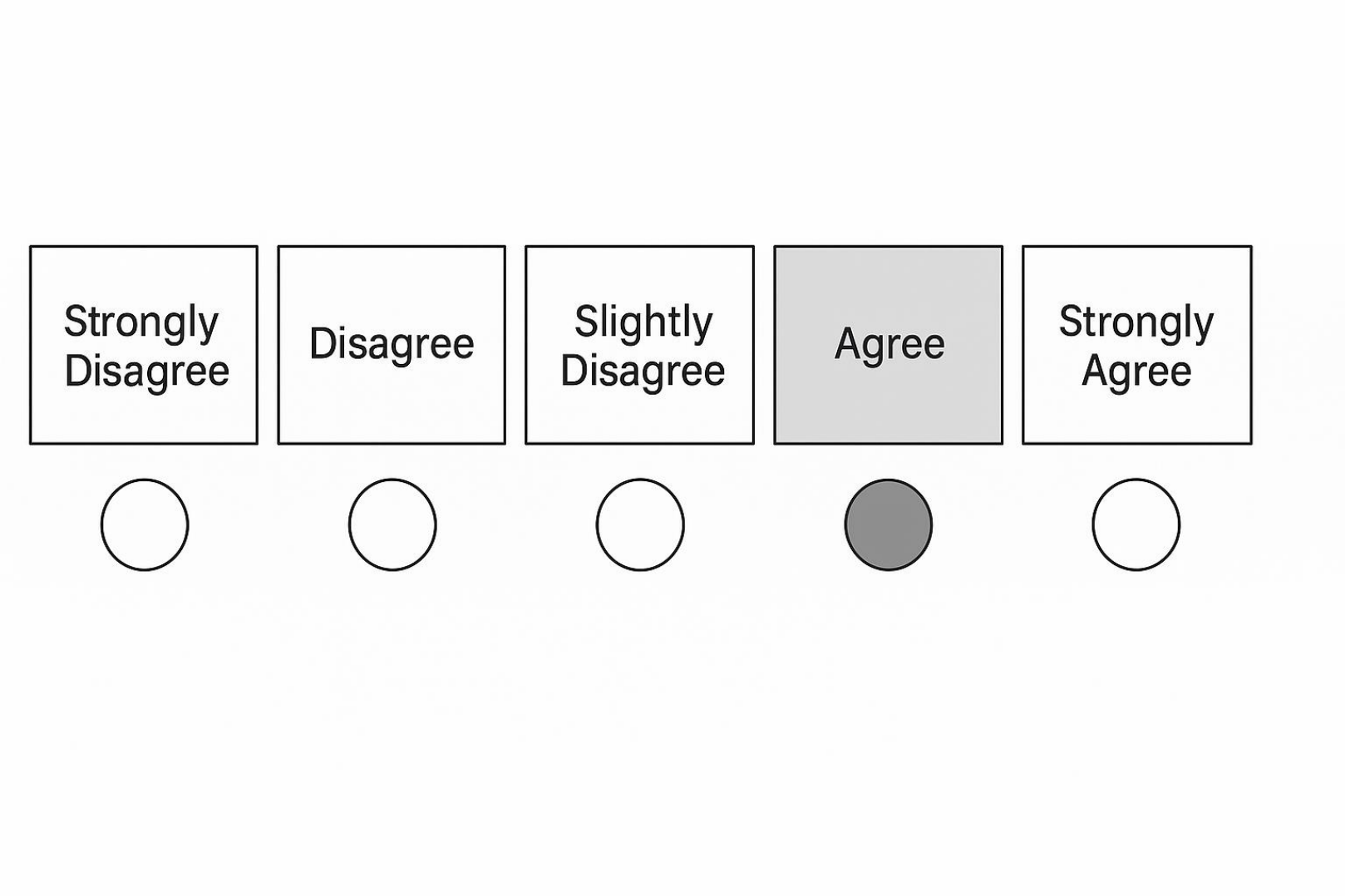
Focus Group

Sampling

1-Measuring Customer Satisfaction

Survey

1-Measuring Customer Satisfaction



Likert Scale

1-Measuring Customer Satisfaction

Given 100 points, how would you allocate them across the following outdoor recreation areas? Allocate points based on how important the area is to you. Total points should add up to 100.

Outdoor Recreation Area	Points
1. Walking trails	
2. Bicycling paths	
3. Jogging paths	
4. Sports courts	
Total	100 points

Order Ranking

1-Measuring Customer Satisfaction

Walk-throughs and observations

2-Analyzing Customer Feedback

2-Analyzing Customer Feedback

Survey data

1-Data Preparation

2-Descriptive Statistics

3-Inferential Statistics

2-Analyzing Customer Feedback

Analyzing data

Statistical Computation

Error Checking

Ranking & Comparison

2-Analyzing Customer Feedback

Communicating Result

Honest & Open Communication

Audience-Centered Approach

Ranking & Comparison

Big-Picture Perspective

2-Analyzing Customer Feedback

Continuous Improvement

1-Identify Areas for Improvement

2-Analyze Current Performance

3-Implement Solutions

4-Monitor and Adjust