

aractech

Global Learning for Operational Leaders



QUALITY AND PRODUCTIVITY | QP-005

Advanced Quality Excellence and Facilities Management

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Course content

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

- 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

- 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

Course outline

Detailed course outline

Day-by-day outline for Advanced Quality Excellence and Facilities Management.

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

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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

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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

Seminar dates

Available seminar dates

Live dates and pricing for Advanced Quality Excellence and Facilities Management generated from the course details page.

Date	Location	Format	Fee
11 - 15 May 2026	London	Classroom	€2,940
8 - 12 June 2026	Munich	Classroom	€2,415
6 - 10 July 2026	Amsterdam	Classroom	€2,975
10 - 14 August 2026	London	Classroom	€2,940
14 - 18 September 2026	Munich	Classroom	€2,415
5 - 9 October 2026	Vienna	Classroom	€2,975
16 - 20 November 2026	Barcelona	Classroom	€2,695

Live online option

Online delivery is available at €1,250.