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CONTRACTS MANAGEMENT | CON-029

Contract Management for Facility and Maintenance Services

Contact

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Course content

Why Attend

Cleaning, security, catering, building maintenance, landscaping, waste management and integrated facilities management contracts keep organisations running every day. Although individually routine, these services are high in volume and visibility, and poor contract management quickly shows in dirty buildings, broken equipment, unhappy occupants and rising costs.

This Contract Management for Facility and Maintenance Services training course provides practical tools for specifying, procuring and managing facility services contracts. Participants learn how to write output specifications, choose between single-service and integrated models, design service levels and key performance indicators, structure payment and incentive mechanisms, manage helpdesks and reactive maintenance, and drive continuous improvement.

Course Methodology

• The course uses sample specifications, performance reports and payment mechanisms. Participants write an output specification, design key performance indicators and deductions, analyse performance data, run a simulated service review meeting and develop an improvement plan for a case study contract.

Course Objectives

• Explain the range of facility and maintenance services and delivery models

• Write clear input and output specifications for services

• Design service levels and key performance indicators

• Structure payment mechanisms, deductions and incentives

• Manage planned and reactive maintenance under contract

• Run effective helpdesk and performance reporting processes

Target Audience

• Facilities managers and estates managers

• Contract managers for facility services

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- Procurement professionals
- Service provider account managers

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Course outline

Detailed course outline

Day-by-day outline for Contract Management for Facility and Maintenance Services.

Day 1 - Facility Services and Delivery Models

- 09:00-09:34 | Hard and soft facility services explained
- 09:34-10:08 | In-house, single-service and bundled delivery
- 10:08-10:42 | Integrated facilities management contracts
- 10:42-11:00 | Total facilities management and managing agent models
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Total facilities management and managing agent models (continued)
- 11:46-12:20 | Choosing a model based on organisational needs
- 12:20-12:53 | Lessons from facility services contracts
- 12:53-14:00 | Exercise: selecting a delivery model for a case study

Day 2 - Specifications and Service Levels

- 09:00-09:30 | Input and output specifications compared
- 09:30-10:00 | Writing measurable output specifications
- 10:00-10:30 | Service level agreements and response times
- 10:30-11:00 | Designing balanced key performance indicators
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Designing balanced key performance indicators (continued)
- 12:00-12:30 | Customer satisfaction and occupant feedback measures
- 12:30-13:00 | Avoiding unmeasurable or perverse indicators
- 13:00-14:00 | Workshop: writing an output specification

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Day 3 - Payment and Commercial Mechanisms

- 09:00-09:34 | Fixed price, schedule of rates and cost plus payment
- 09:34-10:08 | Performance deductions and service credits
- 10:08-10:42 | Incentives, gain share and bonus mechanisms
- 10:42-11:00 | Indexation and annual price reviews
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Indexation and annual price reviews (continued)
- 11:46-12:20 | Managing extra works and variations
- 12:20-12:53 | Open book arrangements and cost transparency
- 12:53-14:00 | Exercise: designing a payment and deduction regime

Day 4 - Managing Maintenance and Operations

- 09:00-09:34 | Planned preventive maintenance programmes
- 09:34-10:08 | Reactive maintenance and priority categories
- 10:08-10:42 | Helpdesk operation and work order management
- 10:42-11:00 | Asset registers and lifecycle replacement planning
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Asset registers and lifecycle replacement planning (continued)
- 11:46-12:20 | Statutory compliance and safety inspections
- 12:20-12:53 | Using computer-aided facilities management systems
- 12:53-14:00 | Workshop: reviewing maintenance performance data

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Day 5 - Relationships, Reviews and Improvement

- 09:00-09:34 | Governance structures for facility services contracts
- 09:34-10:08 | Monthly performance reviews and reporting
- 10:08-10:42 | Managing underperformance and corrective actions
- 10:42-11:00 | Innovation and continuous improvement plans
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Innovation and continuous improvement plans (continued)
- 11:46-12:20 | Benchmarking costs and service quality
- 12:20-13:27 | Simulation: a service provider performance review
- 13:27-14:00 | Personal action plan for facility contract management

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Seminar dates

Available seminar dates

Live dates and pricing for Contract Management for Facility and Maintenance Services generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Cape Town	Classroom	**€1,825**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Contract Management for Facility and Maintenance Services generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Dubai	Classroom	**€2,845**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Geneva	Classroom	**€3,315**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Istanbul	Classroom	**€2,825**
3 - 7 May 2027	London	Classroom	**€2,915**

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Seminar dates

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Live dates and pricing for Contract Management for Facility and Maintenance Services generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Kuala lumpur	Classroom	**€2,425**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Munich	Classroom	**€2,425**

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Seminar dates

Available seminar dates

Live dates and pricing for Contract Management for Facility and Maintenance Services generated from the course details page.

Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Paris	Classroom	**€2,810**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Contract Management for Facility and Maintenance Services generated from the course details page.

Date	Location	Format	Fee
4 - 8 October 2027	Vienna	Classroom	**€3,425**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Amsterdam	Classroom	**€3,215**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Cape Town	Classroom	**€1,825**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

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Seminar dates

Available seminar dates

Live dates and pricing for Contract Management for Facility and Maintenance Services generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**