



QUALITY AND PRODUCTIVITY

Advanced Quality Excellence and Facilities Management

Course code: QP-005

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

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.

Why Attend

This program is delivered through a practical and interactive approach:

- Real-world case studies and industry examples
- Group discussions and problem-solving exercises
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Who Should Attend

Facilities Managers and Coordinators
Quality Assurance and Quality Control Professionals
Operations and Maintenance Managers
Engineering and Technical Staff
Administrative and Support Services Managers
Professionals responsible for building,

— Learning 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

Course Outline

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

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

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

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Vienna - Austria	€2,125
5 - 9 October 2026	Vienna - Austria	€2,125
12 - 16 October 2026	Rome - Italy	€2,125
12 - 16 October 2026	Rome - Italy	€2,125
9 - 13 November 2026	Kuala Lumpur - Malaysia	€1,400
9 - 13 November 2026	Kuala Lumpur - Malaysia	€1,400
16 - 20 November 2026	Barcelona - Spain	€1,925
16 - 20 November 2026	Barcelona - Spain	€1,925

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.