
Building Services Quality Control: Service Levels, Audits and Corrective Action Training Course

23 – 27 May 2027
Kuala Lumpur





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Programme Summary

Building services quality control is the subject of this five-day training course for facilities managers, operations managers and service delivery leads at managerial level, ending in a quality control framework for one service contract. Reported service levels often look healthy while occupants still see unfinished work, repeat calls and slow fixes. The approach moves from service definition and measures, through inspection sampling and work order analysis, to corrective action and improvement, and then to a worked framework. Mars Training Centre UK delivers this programme in building services quality control.

The Business Case

Where service quality is judged only from provider reports, problems surface through complaints rather than through evidence. Organisations that define service outcomes clearly, sample work independently and trace failures to their sources can hold providers to the contract, direct effort to the points of greatest loss and show occupants and executives measured progress.

- Service Level Attainment: Improves as measures reflect outcomes and are checked by independent sampling.
- Repeat Requests: Fall as failures are traced to causes and corrected at source.
- Occupant Satisfaction: Rises as response, fix and feedback data guide service priorities.

Principles and Evidence Base

- ISO 41001:2018: Its performance evaluation and improvement requirements for facility management systems shape the measures and reviews in Sessions 1 and 4.
- ISO 9001:2015: Its process approach and nonconformity and corrective action requirements structure the corrective loop in Session 4.
- Statistical Sampling: The principle that a well-chosen sample reveals the quality of the whole underpins the inspection plans in Session 2.

Intended Participants

- Facilities managers who oversee service providers across occupied buildings.
- Operations managers who report service performance to executives.
- Service delivery leads who run helpdesks and work order teams.
- Contract managers who apply service credits and performance clauses.
- Quality and audit coordinators who inspect building services.

The programme serves healthcare, education, commercial property and government estates.



Learning Outcomes

1. Participants will be able to construct service level measures that reflect the outcomes occupants experience.
2. Participants will be able to design an inspection sampling plan matched to service risk.
3. Participants will be able to evaluate helpdesk and work order data for signs of poor performance.
4. Participants will be able to diagnose the root causes of repeated service failures.
5. Participants will be able to prioritise corrective actions by their effect on service levels.
6. Participants will be able to justify a quality control framework to a contract manager and a provider.

Programme Structure

Day 1: Building Services Quality Control Foundations

What does good service look like, and how is it defined and measured?

- Service Specification and Outcome Register
- Service Level Agreement Structure
- ISO 41001 Performance Evaluation Requirements
- Key Performance Indicator Design Sheet
- Case Review of Two Sector Service Failures

Day 2: Inspection, Sampling and Audit

How much inspection is enough to know the true standard of service?

- Inspection Frequency by Risk Rating
- Acceptable Quality Level Sampling Plan
- Joint Inspection Checklist
- Audit Evidence Log
- Service Credit and Deduction Calculation

Day 3: Helpdesk and Work Order Performance

What do request and work order records reveal about real performance?

- Request Categorisation and Priority Rules
- Response and Fix Time Analysis
- First-Time Fix and Repeat Call Review
- Backlog Ageing Chart
- Occupant Satisfaction Survey Design



Day 4: Corrective Action and Continuous Improvement

How are failures corrected at source and gains sustained?

- ISO 9001 Nonconformity and Corrective Action Process
- Pareto Analysis of Service Failures
- Five Whys Root Cause Record
- Improvement Action Tracker
- Management Review Pack

Day 5: Applying Building Services Quality Control to a Service Contract

Is the framework ready for the contract manager and the provider to adopt?

- Applying the Session 1 Indicator Sheet to the Chosen Contract
- Testing the Session 2 Sampling Plan on Sample Inspection Data
- Checking Session 3 Work Order Data for Patterns
- Applying the Session 4 Corrective Process to Open Failures
- Completing the Building Services Quality Control Framework

Methodology

The programme is built around data exercises and case analysis. Participants work with anonymised inspection results, helpdesk records and a sample contract, test sampling and root cause methods in small teams, and defend their framework before a simulated review meeting. No statistical software is required.

- Suggested activity: Calculating service credits from a sample month of inspection results.
- Suggested activity: Charting repeat calls to find the three most frequent failure points.
- Suggested activity: Running a five whys review of a recurring lift breakdown.

Capstone Output

Each participant completes a building services quality control framework for one service contract. It contains a measure set, an inspection sampling plan, a work order review routine, a corrective action procedure and a management review pack. It is used to brief the contract manager and the provider and to prepare for internal audit.

Frequently Asked Questions

Is building services quality control suitable for operations managers without a quality background?

Yes. Building services quality control is set at managerial level and assumes responsibility for service providers or building operations, not prior quality or statistics training.



Which standards does building services quality control rest on in this programme?

Building services quality control rests on ISO 41001:2018 for facility management systems and ISO 9001:2015 for quality management, supported by statistical sampling for inspection plans.

How is the building services quality control framework used at work?

You use the building services quality control framework to brief the contract manager and the provider, set inspection and review routines and prepare evidence for internal audit.

How does building services quality control differ from a programme on facilities management strategy?

Building services quality control concentrates on measuring, inspecting and correcting service delivery, while a strategy programme covers delivery models, sourcing and portfolio decisions.