Integrated Facilities Management: FM Operating Models, SLAs and CAFM

4 – 8 January 2027
Paris - Right Bank business hotel



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Introduction:

Integrated facilities management fails when hard and soft services are bought piecemeal, contracts carry vague service levels and nobody can show what the buildings cost to run. Occupants then see slow helpdesk responses, missed inspections and cleaning or security that varies by site. This Core Concept course equips facilities and workplace managers to choose an FM operating model, scope services, write output-based SLAs and KPIs, run the helpdesk and CAFM data, and manage suppliers against evidence. Participants leave with an Integrated FM Service Delivery Plan with SLA and KPI Schedule.

Course Objectives:

- Assess the current facilities management function, its service scope and its cost baseline across a building portfolio
- Select an FM operating model, from in-house through bundled to integrated FM, and justify it with a sourcing options appraisal
- Structure an FM management system around the ISO 41001:2018 requirements and link it to the demand organisation's objectives
- Write output-based FM service specifications, SLAs and KPIs and configure helpdesk and CAFM workflows to report them
- Build an FM budget and life-cycle cost view and control statutory building inspections, occupant safety and supplier performance
- Produce an Integrated FM Service Delivery Plan with SLA and KPI Schedule for a real portfolio

Target Audience:

- Facilities managers accountable for hard and soft services across one or several occupied buildings
- FM contract managers who procure, mobilise and monitor outsourced or integrated FM providers
- Corporate real estate and workplace managers responsible for space, occupancy and portfolio costs
- Building operations leads who manage helpdesk, planned maintenance and statutory inspection programmes
- Service delivery managers on the provider side who report SLA and KPI performance to clients

Course Outline:

Day 1: FM Scope, Demand and Current-State Baseline

- ISO 41011:2024 Definition of FM: People, Place and Process
- Hard Services and Soft Services Catalogue for Occupied Buildings
- Demand Organisation and Service Provider Roles in an FM Relationship
- Portfolio Data Sheet: Floor Area, Occupancy, Headcount and Running Cost per Square Metre
- FM Maturity Self-Assessment and Service Gap Register

Day 2: FM Operating Models and the ISO 41001 Management System

- Sourcing Options Appraisal: In-House, Single-Service, Bundled and Integrated FM
- Total FM and Managing Agent Models with Their Interface Risks
- ISO 41001:2018 Clause Structure: Context, Leadership, Planning, Support, Operation and Improvement
- FM Policy, Objectives and Stakeholder Requirements Matrix
- FM Governance Structure and Client Intelligent Function Design

Day 3: Service Specifications, Helpdesk, CAFM and Workplace

- Output-Based FM Service Specification Writing for Cleaning, Security, Catering and Building Services
- SLA Response and Rectification Time Matrix by Priority Category
- Helpdesk Call Logging, Triage and Escalation Workflow
- CAFM and IWMS Modules: Asset Register, Work Orders, Space and Reservations
- Space Utilisation Survey, Desk-Sharing Ratios and Move Management Procedure

Day 4: FM Costs, Compliance, Sustainability and Supplier Failure

- FM Annual Budget Build: Fixed, Variable and Reactive Cost Lines
- Life-Cycle Cost Comparison for Building Plant Replacement Decisions
- Planned Preventive Maintenance Calendar and Statutory Inspection Register
- Supplier Performance Scorecard, Service Credits and Performance Improvement Notices
- Sustainable FM Measures: Waste Streams, Water Use and Occupant Comfort Monitoring

Day 5: IFM Case Work and the Service Delivery Plan

- Multi-Site Office Portfolio Case: Moving from Bundled to Integrated FM
- Hospital and University Campus Cases: Soft Services Under Pressure
- IFM Contract Mobilisation and Transition Checklist
- KPI Dashboard and Monthly Client Performance Review Pack
- Integrated FM Service Delivery Plan Drafting and Peer Challenge

Skills You Will Gain:

- FM Sourcing Strategy
- Output-Based Specification Writing
- SLA and KPI Design
- CAFM Data Management
- Space Utilisation Analysis
- FM Budgeting and Life-Cycle Costing
- Statutory Building Inspection Control
- FM Supplier Performance Management

Why Attend This Course:

- Return with an Integrated FM Service Delivery Plan with SLA and KPI Schedule built for a real building portfolio
- Explain to finance and senior management what each building costs to run and where the money goes
- Hold FM providers to measurable service levels backed by helpdesk and CAFM evidence
- Compare FM practice with peers from offices, healthcare, education, retail and industrial campuses

Conclusion:

Buildings serve an organisation well when facilities management is organised as a managed service with a clear scope, a chosen delivery model and measurable results. The course moves from the FM baseline and service catalogue, through operating models and the ISO 41001:2018 management system, to service specifications, SLAs, helpdesk, CAFM and space, and then to budgets, life-cycle costs, inspections, sustainability and supplier failure. The final day applies these to office, healthcare and campus cases and produces an Integrated FM Service Delivery Plan with SLA and KPI Schedule.