

# STRATEGIC FACILITIES PERFORMANCE MANAGEMENT and KPIs

Register before  
10th Sep 2008  
And save  
US\$ 200/-

November 10-12, 2008,  
Crowne Plaza Hotel, Dubai

## *A Result Based Approach For Facility and Property Managers*

- Introducing leading performance management and KPI (Key Performance Indicators) approaches that provide true management benefits, not simply measures that penalize.
- Augment your current procurement with strategies that ensure you receive the services you need on an ongoing basis to be successful, including the best approaches to evaluating and selecting the service provider.
- Get better strategic management information to improve results by leveraging existing systems and processes to get information you need to manage performance. Learn how to assess and implement future systems and processes to ensure you have performance management information you can use to make decisions and improve results.
- Use strategic communications to get your point across, influence decisions and present a better image to your customers/occupants, positively impacting your ability to make changes, implement processes and get approvals for initiatives that help you improve performance.
- Develop customer / occupant satisfaction processes and programs that enable you to effectively measure results and act upon the information to make improvements instead of simply benchmarking satisfaction results.
- Implement a performance management framework that delivers results and drives the right behavior instead of measures and indicators that simply penalize failure and develop into a game. This includes strategies to develop better relationships and synergies with your suppliers.
- Learn how to use corporate facilities cost information to drive better decisions and lower costs by implementing a Facility Cost Allocation process.
- Learn how to take a strategic approach to managing facilities by learning what prevents strategic initiatives, the gap between ideas and action, how to leverage knowledge within your group and how to look at the fundamental process, functions and services strategically to enhance your career and improve results.

AVAILABLE AS IN-HOUSE COURSE

FOR REGISTRATION, CALL +971 4 214 9560 or FAX +971 4 214 9501 or WRITE to [training@tcqtriangle.com](mailto:training@tcqtriangle.com)

# STRATEGIC FACILITIES PERFORMANCE MANAGEMENT and KPIs

## MEET THE SUBJECT MATTER EXPERT



### Mr. Michel Theriault, RPA

Michel has over 18 years of senior in-house and outsourced Facility / Property Management experience within a corporate environment as well as project and consulting experience. Clients benefit from this wide range of experience to help solve problems, improve services and reduce costs using best practices gained from experience as an industry professional and as a service provider.

Michel has worked with, developed and implemented leading performance management frameworks as well as successfully improving processes, driving new supplier relationship management techniques and improving results in FM operations.

He has managed project based initiatives, front-line operations and staff functions. He draws on his experience and success on the supplier and client side of managing FM services in large portfolios, including outsourcing, contracting and supplier management.

He has managed facilities in-house and with a large professional FM outsourcing company in addition to experience as a service contractor. He has written large successful outsourcing proposal responses, developed RFP documents for clients, transitioned new services, implemented organizational change, developed Service Level Agreements, Performance Management systems and chargeback models, improved customer service, assessed services and developed business strategy.

He has extensive experience in all aspects of Facility Management as well as winning numerous awards for excellence and customer service for his operations. He has delivered workshops for clients and seminars for local and international associations and organizations. He has written about strategic approaches to managing facilities in numerous Facility and Property Management magazines in North America.

Michel holds a Bachelor of Technology Degree in Mechanical Engineering as well as the RPA (Real Property Administrator) designation from BOMI (Building Owners and Managers Institute). He also Won seven BOMA awards including the Toronto Pinnacle Award, Earth Award, Building of the Year and 5 Certificates of Excellence. Michel is also a member of the Canadian Association of Management Consultants.

## INTRODUCTION

Performance Management in Facilities and Property Management is about more than just KPI's. You can improve performance by implementing strategic management practices in all aspects of your responsibilities at the local, regional or global level in addition to developing and implementing effective Key Performance Indicators and measurements methods.

## BENEFITS OF ATTENDING

- Better management of internal resources and subcontractors or outsourced providers
- More management information you can use for decision making that gets results
- Enhance your communications and customer service strategies to improve services
- Leverage your existing processes, procedures, suppliers and staff to improve effectiveness
- Learn leading practices for transforming Key Performance Indicators from simply measuring failure to managing performance for both your suppliers and staff.
- Get better suppliers by focusing on operational requirements and effective evaluation techniques during procurement processes combined with effective performance management techniques

## WHO SHOULD ATTEND

Any Facility, Property or Real Estate Professional who wants to improve performance using innovative strategies and performance management techniques that leverage what they already know to drive improved performance. This includes:

- Facility Managers and Property Managers
- Facility Contract Managers and Stay-Back team members
- Operations Management Professionals
- Senior Regional and Global Facility and Property Management professionals
- Contractors and Outsourcing Service Providers
- Developers and Owners

## FEES

**US\$ 2,100/-** per delegate. This rate includes Participants' Pack (Folder, Manual, Hand-outs, CD Containing Templates, Spreadsheets, PDFs etc), buffet lunch and coffee/tea during breaks. **Please check the registration form or contact us for early bird and group discount offers.** Accommodation is not included in the workshop fees. However, any accommodation required can be arranged by TCQ Triangle at the time of booking.

## CERTIFICATE

A Certificate for Training reception signed by **Michel Theriault** will be handed to all delegates on the last day of the workshop.

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## ABOUT THE WORKSHOP

The Program is a series of sessions, each building on your existing Facility Management services and competencies in areas that are crucial to success. Each session provides insight and practical approaches to manage and improve performance. Leverage the fundamentals you already know and learn how to implement leading practices and practical tools and techniques that maximize value and improve results. Use these practical techniques to drive performance from yourself and the staff, systems, suppliers and contractors you rely on to deliver services and manage your facilities or buildings.

## COURSE OUTLINE

### Strategy in Facility and Property Management

- Leveraging what you have – building performance strategy into existing processes and practices
- “Thinking into the Corners” – how to eliminate filters and improve strategic thinking
- Promote performance with a Mission, Vision & Values for the FM / PM department
- Strategic Planning processes to improve results

### Performance Management: Optimizing Performance

- Move from measurement to management
- Influencing behaviors and performance
  - Service Providers
  - Staff / internally delivered services
- Developing the performance management framework
- Establishing your Key Performance Indicators
- Managing performance

### Leveraging Management Information for Performance

- Maintenance and Repair information
- Call Centre request information
- Facility Condition information
- Customer Satisfaction information
- Systems & Processes
- Reporting
- Switch from data to information

### Outsourcing / Out-Tasking / Subcontracting

- A Performance Management approach to suppliers
- Developing a strategy – outsource, out task or subcontract
- The framework elements for an ideal contract and procurement framework
- Evaluating & Selecting the best supplier for performance
- Implementation for success
- Ongoing performance measurement and management

## Supplier Relationship Management

- Modern Contract Management principles
- Consistency and predictability
- Tools and techniques for getting performance
- Managing the relationship

## Customer Service

- Communication, promotion and setting expectations
- Managing customer relations
- Measuring results and taking action
- Training suppliers and staff
- Take the walk of the “VIP” to improve services

## Facility Cost Allocation (A Chargeback Model)

- Managing Cost decisions In the corporate environment
- Getting results without Charging Back
- Establishing costing approach
- Implementation / Communications
- Changing behavior

## Communications

- Communication is about getting what you want and supporting performance
- Strategic communications principles for FM and PM professionals
  - Written (memos, business cases, public notices)
  - Presentations
  - Newsletters (for facility occupants / tenants)
- Communicating information and results for success.

## Developing Key Strategic Management Skills and Processes

- Leadership
- Management
- Knowledge transfer
- Leveraging colleagues and staff
- Working with a regionally or globally distributed team

## PROGRAMME

08:30 AM- 10:00 AM	First Session
10:00 AM- 10:15 AM	Coffee Break
10:15 AM- 12:00 PM	Second Session
12:00 PM– 01:00 PM	Lunch
01:00 PM- 02:30 PM	Third Session
02:30 PM– 02:45 PM	Coffee Break
02:45 PM– 04:30 PM	Fourth Session

# STRATEGIC FACILITIES PERFORMANCE MANAGEMENT AND KPIs

10-12, November 2008  
Crowne Plaza Hotel • Dubai

## REGISTRATION FORM

Yes, Please register the following personnel to attend the workshop  
(Use copies of this form for additional participants)

1st Delegate  
Name Mr/Mrs/Ms

Position

Telephone Fax

Email

2nd Delegate  
Name Mr/Mrs/Ms

Position

Telephone Fax

Email

3rd Delegate  
Name Mr/Mrs/Ms

Position

Telephone Fax

Email

4th Delegate-FREE!  
Name Mr/Mrs/Ms

Position

Telephone Fax

Email

## AUTHORISATION

Organization

Address

State Country

Telephone Fax

Authorising Manager

Position

Signature

Date

## 4 EASY WAYS TO REGISTER

- Call +971 4 214 9560
- Fax the registration form to +971 4 214 9501
- Email this form to [training@tcqtriangle.com](mailto:training@tcqtriangle.com)
- Mail this form along with Cheque/draft to  
**TCQ TRIANGLE**  
P O Box 54620  
Dubai  
United Arab Emirates

## PRICES AND OFFERS

### Fees

3-Day Seminar : **US\$ 2,100/-**

### Early Bird Offers

Register for **US\$ 2000/-** on or before 10th October 2008 and save **US\$ 100/-**

Register for **US\$ 1900/-** on or before 10th September 2008 and save **US\$ 200/-**

### Team Discounts

Send three delegates from your organization and the fourth delegate attends **FREE**

### Hotel Reservations and Visa

Please contact us for any assistance in Hotel Reservations or Visas.

## METHOD OF PAYMENT

Cheque/Draft Payable to **TCQ TRIANGLE**  
Bank Transfer A/C No. 1000635563  
Commercial Bank of Dubai  
Al Maktoum Branch  
SWIFT: CBDUAEAD

Invoice

Contact Name:

Tel:

Fax:

### Terms and Conditions

**Fees** are inclusive of programme materials and refreshments

**Payment terms:** Following completion and return of the registration form. Full payment is required within 5 days from receipt of invoice unless otherwise as stated in the invoice. TCQ TRIANGLE reserve the right to refuse admission, if payment is not received on time.

**Cancellation/Substitution:** If you are unable to attend, you can send a substitute delegate in your place. If this is not possible, a \$100 service charge will be payable. Registrations cancelled less than 2 weeks before the event must be paid in full. Cancellation must be received in writing by mail or fax before two weeks of the event. Non-payments and non-attendance does not constitute cancellation. If for any reason TCQ TRIANGLE decides to cancel or postpone the event, TCQ TRIANGLE is not responsible for covering airfare, hotel or other travel cost incurred by clients.

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 **www.training.tcqtriangle.com**

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