FACILITIES & OPERATIONS / PM-FAC-002

Facilities Service Quality

COURSE OVERVIEW

This programme develops a working approach to facilities service quality in the context of service coordination and operational continuity. Participants move from understanding the main concepts to examining a case, testing alternatives and explaining a practical recommendation. The three modules focus on service measures, process reviews and improvement priorities. Examples are selected after the training brief so that they reflect the responsibilities and experience of the participant group.

LEARNING OBJECTIVES

1. Explain the role of service measures and identify the information required for a reliable assessment.

2. Use a structured worksheet to examine process reviews and compare reasonable alternatives.

3. Identify assumptions, missing evidence and implementation concerns related to improvement priorities.

4. Prepare a service improvement plan with responsibilities and review points for discussion with a facilities team.

5. Translate the exercise into a workplace action plan with owners, review points and measurable progress.

WHO BENEFITS

Facilities managers and service coordinators: apply service measures to their responsibilities through a guided case and a course-specific worksheet. Contractor and maintenance-interface teams: apply process reviews to their responsibilities through a guided case and a course-specific worksheet. Operations supervisors and site administrators: apply improvement priorities to their responsibilities through a guided case and a course-specific worksheet.

DELIVERY AT A GLANCE

Indicative format: three learning days, one module per day. In-house and live online options. English or Arabic delivery is subject to a suitably qualified instructor. Shorter executive sessions may be scoped separately. Fees are quoted after the brief.

PRACTICAL LEARNING PLAN

Day 1: Service measures

Map a current situation involving service measures; separate facts from assumptions and identify questions that need clarification.

Method: short concept discussion, guided worksheet, group comparison and instructor feedback.

Day 2: Process reviews

Compare two approaches to process reviews; explain the expected benefits, limitations and information gaps.

Method: short concept discussion, guided worksheet, group comparison and instructor feedback.

Day 3: Improvement priorities

Develop an action plan for improvement priorities; assign responsibilities and agree how results should be reviewed.

Method: short concept discussion, guided worksheet, group comparison and instructor feedback.

APPLIED EXERCISE

Working as a facilities team, participants receive a fictional workplace scenario with incomplete information. They identify evidence gaps, compare alternatives and prepare a service improvement plan with responsibilities and review points. Assessment focuses on reasoning, assumptions and a clear explanation of the proposed next step.

PARTICIPANT TAKEAWAYS

A completed case worksheet, a topic checklist and a personal workplace action plan. Materials are educational; no professional accreditation, licence or examination award is implied.

PROPOSED DELIVERY WINDOWS

These are indicative dates for expressions of interest, not confirmed events. No venue or instructor booking is represented. Each option requires a written quotation, suitable instructor, venue agreement and sufficient enrolment before confirmation. Do not make travel arrangements on the basis of this brochure.

Location / format	Start	End	Status
Muscat, Oman / In person	04 Jan 2027	06 Jan 2027	Proposed
Dubai, UAE / In person	08 Feb 2027	10 Feb 2027	Proposed
Live online / Online	15 Mar 2027	17 Mar 2027	Proposed

TAILORING THE PROGRAMME

Before delivery, agree the participant profile, priority problems, language, format, duration and expected outputs. Relevant examples can be adapted to energy and related sectors. Specialist legal, engineering, tax, certification or technical verification matters require appropriately qualified professionals under a separately agreed scope.

REQUEST AN OFFER

Share the course code, organisation, participant count, preferred delivery option and learning priorities. PetroMargin will clarify the brief before issuing a delivery proposal.

PetroMargin Commercial Advisory

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