

Course No. 1676

# Facilities Performance Management & KPI Optimization

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**PUBLIC ASSET & FACILITIES MANAGEMENT  
GOVERNMENT & PUBLIC SECTOR**

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DURATION

**5 Days**

LOCATION

**Amman, Jordan**

DELIVERY

**Classroom**

DATES

**14 – 18 Dec 2026**



## Scheduled Event Details

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|---------------|------------------|
| CITY          | Amman, Jordan    |
| DATE          | 14 – 18 Dec 2026 |
| DELIVERY TYPE | Classroom        |
| COURSE FEE    | €3,100           |

## Course Overview

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The Facilities Performance Management & KPI Optimization Training Course provides a strategic and practical framework for measuring, managing, and improving the performance of facilities, buildings, infrastructure, assets, and support services. The course focuses on transforming facilities performance management from routine operational reporting into a structured performance discipline that enables organizations to monitor results, identify inefficiencies, strengthen accountability, and support evidence-based decision-making.

Effective facilities management requires more than maintaining buildings and responding to service requests. Organizations need reliable performance indicators that connect facility operations with business priorities such as service quality, asset reliability, maintenance effectiveness, energy efficiency, cost optimization, compliance, sustainability, occupant satisfaction, and business continuity. This course provides participants with practical methods for designing and managing performance measurement systems that reflect these priorities.

The program examines the complete performance management cycle, including defining strategic objectives, identifying critical performance areas, developing Key Performance Indicators, establishing baselines and targets, collecting and validating data, analyzing trends, and translating performance results into corrective and improvement actions. Participants will explore leading and lagging indicators and learn how to distinguish meaningful performance measures from metrics that create unnecessary reporting without supporting decisions.

A strong emphasis is placed on KPI optimization and the development of practical facilities dashboards and reporting structures. Participants will learn how to evaluate existing indicators, eliminate duplication, improve data quality, establish realistic targets, and create management reports that provide clear visibility into facility performance. The course also addresses benchmarking, service-level performance, maintenance KPIs, asset performance, energy indicators,

financial measures, and customer or occupant experience.

Through case studies, practical exercises, performance analysis activities, and workshop-based applications, participants will develop the ability to build a comprehensive facilities performance framework and optimize KPIs according to organizational requirements. The Facilities Performance Management & KPI Optimization Training Course supports government entities, public-sector organizations, banks, corporations, industrial facilities, oil and gas organizations, infrastructure operators, and other institutions seeking measurable improvements in facilities efficiency, service delivery, asset performance, and operational control.

## Objectives

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- Analyze the principles of facilities performance management and their relationship with organizational objectives.
- Assess existing facilities performance measurement systems and identify gaps, duplication, and ineffective indicators.
- Identify critical performance areas across facilities operations, maintenance, assets, energy, services, costs, and customer experience.
- Develop relevant and measurable Key Performance Indicators aligned with strategic and operational objectives.
- Evaluate leading and lagging indicators and determine their suitability for different facilities management activities.
- Establish practical KPI definitions, data sources, measurement frequencies, ownership responsibilities, baselines, and performance targets.
- Apply performance analysis techniques to identify trends, deviations, recurring problems, and improvement opportunities.
- Develop facilities performance dashboards and management reports that support timely decision-making.
- Evaluate maintenance, asset, energy, service quality, financial, and sustainability performance using appropriate indicators.
- Apply benchmarking techniques to compare facility performance and identify realistic improvement priorities.
- Strengthen performance accountability by linking KPIs with responsibilities, service levels, corrective actions, and management reviews.

- Design an integrated Facilities Performance Management and KPI Optimization framework by the end of the course.

## Who Should Attend

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This training course is designed for Facilities Managers, Property Managers, Asset Managers, Maintenance Managers, Engineering Managers, Operations Managers, Building Managers, Energy Managers, Infrastructure Managers, and professionals responsible for facilities performance, service delivery, asset reliability, and operational efficiency.

The course is particularly relevant to professionals working in government entities, ministries, municipalities, banks, financial institutions, hospitals, universities, airports, oil and gas companies, energy organizations, industrial facilities, commercial properties, infrastructure operators, and large corporations. It is also suitable for professionals responsible for performance management, business improvement, quality, data analysis, service management, and operational reporting.

The program will benefit executives, senior managers, department heads, performance managers, project managers, contract managers, and decision makers who require clear and reliable information to evaluate facilities performance and allocate resources. It is especially valuable for professionals responsible for service-level agreements, contractor performance, maintenance effectiveness, operational budgets, asset performance, energy efficiency, and continuous improvement.

## Learning Outcomes

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- Explain the principles and components of an effective facilities performance management system.
- Identify critical performance areas that require measurement across facilities operations and services.
- Evaluate existing facilities KPIs and determine their relevance, effectiveness, and decision-making value.
- Develop clearly defined Key Performance Indicators aligned with organizational and facilities objectives.
- Establish KPI baselines, targets, measurement frequencies, data sources, and ownership responsibilities.

- Distinguish between leading and lagging indicators and apply them appropriately to facilities performance.
- Analyze performance data to identify trends, deviations, recurring issues, and operational inefficiencies.
- Develop practical facilities dashboards that provide clear visibility into performance and priorities.
- Evaluate maintenance, asset reliability, energy, cost, service quality, and occupant satisfaction indicators.
- Apply benchmarking approaches to identify performance gaps and realistic improvement opportunities.
- Translate KPI results into corrective actions, improvement initiatives, management decisions, and accountability measures.
- Develop a practical Facilities Performance Management and KPI Optimization framework suitable for organizational implementation.

## Course Outline

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### DAY 01

## Foundations of Facilities Performance Management

- Principles and objectives of facilities performance management
- Linking facilities strategy with organizational and operational objectives
- Critical performance areas across facilities, assets, maintenance, services, energy, and costs
- Performance management cycles, governance, accountability, and management review

### PRACTICAL APPLICATION

Assess a facilities management operation and identify its critical performance areas and measurement requirements

### DAY 02

## KPI Design, Measurement & Performance Targets

- Principles of effective Key Performance Indicator development
- Leading and lagging indicators in facilities management
- KPI definitions, formulas, data sources, measurement frequency, and ownership

## DAY 02 — CONTINUED

- Establishing baselines, targets, thresholds, and performance tolerances

**PRACTICAL APPLICATION**

Design a structured KPI framework for a selected facility, including definitions, targets, responsibilities, and measurement methods

## DAY 03

**Maintenance, Asset & Operational Performance**

- Maintenance performance indicators and maintenance effectiveness
- Asset reliability, availability, utilization, and performance measurement
- Service request management, response times, resolution rates, and service quality
- Contractor performance, service-level agreements, and operational compliance

**PRACTICAL APPLICATION**

Analyze a facilities performance dataset and identify maintenance, asset, contractor, and service delivery improvement opportunities

## DAY 04

**Data Analysis, Dashboards & Benchmarking**

- Facilities performance data collection, validation, and quality management
- Trend analysis, variance analysis, performance gaps, and root causes
- Development of facilities dashboards and management reporting
- Internal and external benchmarking for facilities performance improvement

**PRACTICAL APPLICATION**

Develop a management dashboard and interpret KPI trends to identify priority actions and performance risks

**DAY 05**

## KPI Optimization, Governance & Continuous Improvement

- Reviewing and optimizing existing facilities KPIs
- Eliminating ineffective, duplicated, or low-value performance measures
- Linking KPIs with accountability, corrective actions, budgets, and management decisions
- Continuous improvement and performance review frameworks

**FINAL WORKSHOP**

Develop a comprehensive Facilities Performance Management & KPI Optimization framework covering strategic objectives, critical performance areas, KPIs, targets, data sources, dashboards, responsibilities, review mechanisms, and improvement actions

### Register or Request More Information

Course page: <https://quest-training.com/courses/facilities-performance-management-kpi-optimization>

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