

Unit FM6.03 Quality management and customer service strategy in facilities management

(At level 6, the evidence provided by learners to confirm that they meet the assessment criteria must relate to organisations where they have worked or where they are working. Where appropriate, the evidence should show that the learners have been able to take into account relevant theories and methods addressed by the BIFM qualifications at levels 5 and 4.)

Aim of unit:

This unit enables learners to understand the principles and theories of quality management and the design of quality systems to meet the requirements of the business. It enables them to know how to develop and manage service level agreements and develop and implement strategies for improving customer service and relationships.

Title:	Quality management and customer service strategy in facilities management
Level:	6
Credit value:	6
Learning outcomes <i>A learner when awarded credit for this unit will:</i>	Assessment criteria <i>Assessment of this learning outcome will require a learner to demonstrate that they can:</i>
1. Be able to evaluate the principles and theories of quality management	1.1 Analyse the theories of quality management in relation to an organisation's quality strategy, quality assurance and control <i>(including theories such as TQM, lean, Deming, six sigma, and Investors In People)</i> 1.2 Critically review the tools and techniques of quality management that contribute to individual, team and organisational performance.
2. Be able to evaluate the effectiveness of quality systems and how procedures meet the requirements of an organisation	2.1 Analyse business requirements and design systems and procedures which provide products and services to a consistently excellent quality. 2.2 Critically evaluate the way in which quality standards and accreditation schemes impact on the facilities

	management function.	
3. Be able to develop and implement strategies for improving customer service	<p>3.1 Review current strategies, systems and processes for improving customer services.</p> <p>3.2 Review good practice in customer service.</p> <p>3.3 Identify options for improving the customer service policy in line with an organisation's business plan and strategy.</p> <p>3.4 Consult with and take account of the views of staff and stakeholders to reach agreement with relevant people on option to be implemented.</p>	
4. Be able to develop and implement strategies for improving customer relationships	<p>4.1 Evaluate the ways in which internal and external customer relationships are managed, monitored and improved.</p> <p>4.2 Critically review the systems for developing and managing long term customer relationships to ensure that they are effective in retaining existing customers and attracting new ones.</p> <p>4.3 Critically review the culture and practice within the facilities management function for dealing with customers, clients and end users, evaluating their needs and resolving complex issues or problems</p>	
Unit expiry date	31 st December 2020	
Unit reference number	F/601/1853	
FM Professional Standards reference	FM functional area:	FM functional area component:
	Quality Management and Customer Service	Customer Service
		Quality Management

Resources:

Customer Service Excellence: Trends and Strategies by Rao S. Nageswara
Customer Care Excellence: Create an Effective Customer Service Strategy (Professional Paperbacks) by Sarah Cook
Customer Management Excellence: Successful Strategies by Mike Faulkner
The Nordstrom Way to Customer Service Excellence: A Handbook for Implementing Great Service in Your Organization by Robert Spector and Patrick D. McCarthy
Customer Care Excellence: How to Create an Effective Customer Focus (Customer Care Excellence: How to Create an Effective Customer Care) by Sarah Cook
Unleashing Excellence: The Complete Guide to Ultimate Customer Service by Dennis Snow and Teri Yanovitch
Happy About Customer Service?: Creating a Culture of Customer Service Excellence by Ken Welsh
Best Practice Guide for Customer Service Managers: An Activity-based Workbook for Leaders of Teams That Strive for Service Excellence (Customer Service Best Practice Guides) by Trevor G. Arden, Stephanie E. Edwards, and Anne-Marie Sonneveld
Customer Service: Aiming for Excellence by Timothy P. Bonomo
Business Success Through Service Excellence by Moira Clark and Susan Baker
FM World - www.fm-world.co.uk
www.bifm.org.uk
<http://www.instituteofcustomerservice.com/>
Facilities Management Journal - www.mpp.co.uk
Facilities Management Excellence www.fmxmagazine.co.uk
Quality Management Essentials by David Hoyle
ISO 9000 Quality Systems Handbook - updated for the ISO 9001:2008 standard: Using the standards as a framework for business improvement by David Hoyle
Managing Quality by Barrie G. Dale, Ton van der Wiele, and Jos van Iwaarden
The Lean Six Sigma Pocket Toolbook: A Quick Reference Guide to 70 Tools for Improving Quality and Speed by Michael L. George, John Maxey, David T. Rowlands, and Malcolm Upton
Total Quality Management: The route to improving performance by John S. Oakland
Quality Management for Organizational Excellence: Introduction to Total Quality: International Edition by Dr. David L. Goetsch and Stanley Davis
Quality Management: Creating and Sustaining Organizational Effectiveness by Donna C. Summers
Quality Management in Construction (The Leading Construction Series) by Brian Thorpe
Foundations of Service Level Management (Sams Professional) by Rick Sturm and Wayne Morris
Service Level Agreement 100 Success Secrets: SLA, Service Level Agreements, Service Level Management and Much More by Gerard Blokdijk
The Service Level Agreement SLA Guide - SLA Book, Templates for Service Level Management and Service Level Agreement Forms. Fast and Easy Way to Write Your SLA by Gerard Blokdijk and Ivanka Menken
http://www.ogc.gov.uk/documentation_and_templates_quality_management_strategy.asp

<http://www.businesslink.gov.uk/bdotg/action/detail?itemId=1074432115&type=RESOURCES>

<http://www.thecqi.org/>

www.bifm.org.uk

FM World - www.fm-world.co.uk

Facilities Management Journal - www.mpp.co.uk

Facilities Management Excellence - www.fmxmagazine.co.uk

FMUK - www.fmuk-online.co.uk

Facilities <http://www.emeraldinsight.com/products/journals/journals.htm?id=f>

Facilities Management <http://www.lnbconnect.co.uk/Compliance/Facilities-Management.html>