

The Successful FM
ASTFM305

Maintain the Quality of Service Delivery

Knowledge

- SLA content
- Procedures
- Behaviour standards
- Appearance standards
- Information policies
- Safety importance
- Procedures for escalation
- Communication channels
- Information requirements

Behaviours

- Discipline
- Consistency
- Compliance
- Appearance
- Empathy
- Responsive
- Informative

Success

- Work plans
- Work allocation
- Progress monitoring
- Quality requirements
- Standards
- Review
- Update

Performance

- Work to SLA's
- Follow procedures
- Behave correctly
- Look the part
- Communicate
- Promote effective relationships
- Control information
- Report problems
- Report performance