

Your Partner in Facility Management.....

Service Level Agreement for FM?

A Facility Management (FM) Service Level Agreement (SLA) is contract between the FM provider (internal or external) and the customers (organisation and its end users), where the FM provider states what they will provide for the customer.

SLAs are important to support FM departments to operate as a value added function as they are as ever striving to improve their service delivery and reduce expenses.

[More Details](#)

Common Challenges faced with FM Customers' Expectations?

In today's competitive and dynamic business environment, facility management services are faced with more critical and demanding than ever.

The effectiveness and efficiency of the facility management services and their ability to deliver the expected quality of services contribute a major role in meeting organisational's interest and customers' needs (also mean end-users)

[More Details](#)

Issue 2 : November 2008



Effective & Efficient Facility Management

This is a **highly interactive** facility management workshop to create an awareness on how FM can add value to organisations by being effective and efficient.

17 December 2008

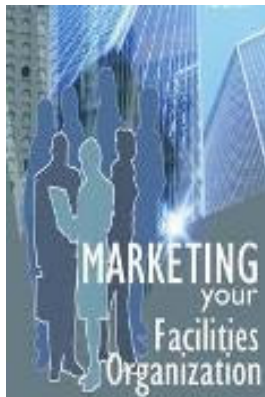
2 pm - 5 pm

CPF Robinson Building

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Email: enquiry@fms-1.com

Showcase for FM Books:



Marketing your Facilities Organization.

This 150+ pages resource is designed for Facility Management Professionals who recognize that it is critical to **sell a vision of facilities stewardship** at every opportunity.

The book helps professionals assess their current marketing activities and provide direction on the **development and execution of an effective marketing plan**.

Improve your ability to communicate strategies effectively, and establish an identity for your facilities organization.

Increase your ability to prepare, present and execute communication and marketing strategies at all organizational levels.

[More Details](#)

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Questions or comments? E-mail us at info@fmsolutions.biz or call 65 6100 3672