

# ASTFM305 - SQA Unit Code FG77 04

## Maintain the quality of service delivery



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### Overview

This unit is for first-line managers/supervisors at work in the FM environment. It is about ensuring that the work required in your area of responsibility is effectively planned and fairly allocated to individuals and/or teams. It also involves monitoring the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met and reviewing and updating plans of work in the light of developments.

This unit is designed for first-line managers/supervisors to demonstrate competence in contributing to the overall quality of service provided by the organisation. Work should be carried out in accordance with service level agreements in accordance with approved procedures and practices.

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### Performance criteria

- You must be able to:*
- P1 carry out work in accordance with service level agreements, approved procedures and practices and instructions
  - P2 ensure behaviour, appearance, and clothing meet approved procedures and practices
  - P3 communicate with colleagues and persons external to the organisation in a way which promotes effective formal and informal working relationships
  - P4 ensure information, instructions and documentation given to other persons is authorised, up to date and accurate
  - P5 report problems and conditions outside the responsibility of the jobholder to an authorised person
  - P6 report in accordance with the requirements of service level agreements

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### Knowledge and understanding

*You need to know and understand:*

- K1 full details of service level agreements, work schedules and approved procedures and practices including reporting requirements
- K2 organisational standards of behaviour and appearance, and why they are important
- K3 what information is permitted to be passed onto colleagues and persons external to the organisation
- K4 working safely and its importance
- K5 dealing with problems outside own area of responsibility
- K6 communication channels
- K7 information required by the agreement and how to provide it

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**Originating organisation** Asset Skills

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**Relevant occupations** Managers and Senior Officials; Building and construction; Functional Managers

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**Suite** Facilities Management

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**Key words** Effectively planned, monitoring, progress, quality of performance, reviewing, updating plans of work