How to Set Yourself Up for a Great Quarterly Business Review (QBR)

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Introduction

What is a Quarterly Business Review (QBR), and why does it matter for facilities management?

A Quarterly Business Review (QBR) is a structured, data-driven check-in between facilities managers and service providers, designed to assess performance, review key metrics, and ensure alignment with business objectives. These recurring meetings play a vital role in facilities management, where tracking and maintaining service level agreements (SLAs) is essential for operational efficiency. If SLAs are not met, QBRs provide a formal opportunity to address performance concerns, implement corrective action plans, and, if necessary, reconsider vendor partnerships.

An effective QBR is built on comprehensive reporting and insights, which can be efficiently managed through a Computerized Maintenance Management System (CMMS). By leveraging CMMS software, facilities managers can track vendor performance in real time, analyze trends, and ensure that SLAs are being met across various locations. QBRs are not just about tracking past performance; they also help establish proactive strategies to optimize cost savings, enhance vendor relationships, and streamline maintenance operations.

Beyond performance tracking, QBRs foster strong vendor partnerships based on trust, transparency, and accountability. Regular engagement with service providers ensures alignment with business priorities, encourages continuous improvement, and ultimately leads to greater efficiency in facilities management operations.

The importance of in-person or on-camera QBRs

While virtual meetings can be effective, in-person or video meetings provide greater opportunities for engagement, fostering real connections and trust. Whenever possible, QBRs should be conducted face-to-face, either by visiting the vendor's location or having them visit your facility. Even if this occurs only once a year, it is best practice to prioritize direct interaction, as it demonstrates commitment to the relationship and encourages open, constructive dialogue.

How can you prepare data and insights to make the most impact in your QBR?

Preparation for a QBR begins with aligning vendor performance with company and department goals. Every vendor plays a role in meeting overarching business objectives, so it's critical to connect their performance metrics to the success of your organization.

Key Data to Gather:

- **Cost management** – Compare vendor invoice totals against your overall spend for similar services. Are their costs competitive? Identify whether they are helping you reduce costs through efficiency gains.

- **Operational performance** – Assess first-time fix rates, work order completion times, and overall SLA compliance. Are they completing work on the first visit? Are response times meeting expectations? See [What Metrics Your CMMS Should Be Tracking] for more insights.

- **Feedback review** – Collect feedback from facility teams and internal stakeholders. Are employees or site managers satisfied with the vendor's service? Are there consistent issues or positive trends?

- **Upcoming changes & trends** – Identify any changes in your business portfolio (e.g., acquisitions, closures, expansions) or new RFPs that could impact vendor responsibilities.

- **Collaboration opportunities** – Look for ways the vendor can support additional operational goals, such as tracking asset conditions or reporting maintenance concerns proactively. Learn more about [Mastering the Art of Asset Management].

Set clear expectations for vendors

Vendors should know exactly what they are being graded on before the QBR. Providing clear evaluation criteria ensures they come prepared for a productive conversation rather than reacting to unexpected feedback.

What key metrics should you focus on when presenting to stakeholders?

The key performance indicators (KPIs) you present should be aligned with leadership priorities and demonstrate measurable vendor impact. Important metrics include:

- **Cost savings & budget adherence** – Show how the vendor has helped cut costs or optimize spending. If you implemented changes that reduced spend by 10%, highlight that success. Read more about How to Improve ROI Using Facilities Data.
- **Operational efficiency** – Highlight improvements in response times, first-time fix rates, and overall issue resolution.
- **SLA compliance** – Are vendors meeting their contract terms? If they are not, flag these issues early and discuss corrective actions.
- **Preventive vs. reactive maintenance ratio** – Show how proactive maintenance strategies are reducing emergency costs and improving asset longevity. See the Power of Preventive Maintenance.
- **Customer & employee satisfaction** – Use surveys and internal feedback to determine whether vendors are meeting service expectations.

If there are red flags, be transparent but pair them with actionable solutions. Leadership wants to see both issues and clear paths for improvement.

What role does data and automation play in smarter CMMS solutions?

Avoid these common pitfalls:

1. **Skipping QBRs entirely.**

   The biggest mistake a facility manager can make is neglecting to hold regular QBRs. Without these structured check-ins, performance issues can persist unnoticed until they become costly problems. A proactive approach ensures small inefficiencies don't escalate into major failures.

2. **Unclear KPIs or SLAs.**

   Vague expectations lead to misalignment. Vendors must understand the key performance indicators (KPIs) that define their success. Establish clear, measurable SLAs from the start, and reinforce them in every QBR to maintain alignment.

3. **Only focusing on negatives.**

   QBRs should provide a balanced review of vendor performance. While it's important to address areas for improvement, acknowledging successes boosts morale, encourages continued performance, and fosters trust. Recognizing vendors for achievements—such as meeting SLA targets, reducing costs, or improving response times—keeps the conversation constructive.

4. Lack of structured reporting.

A QBR template or tracking spreadsheet ensures consistency across meetings. Without a standardized reporting process, comparing vendor performance over time becomes difficult, and data-driven decision-making suffers.

5. Ignoring the human element.

Vendor relationships should be partnerships, not just transactions. QBRs that are overly data-driven without recognizing the people behind the services can create an adversarial tone. Successful facilities management requires strong collaboration, so fostering positive interactions, open communication, and mutual respect is critical.

6. Failure to follow up on action items.

A QBR isn't just about discussion—it should lead to measurable actions. Assign clear responsibilities and deadlines for both vendors and internal teams, ensuring progress is made before the next review. Without accountability, recurring problems remain unresolved.

A structured and repeatable QBR process ensures long-term improvements and stronger vendor partnerships.

How can a modern CMMS like Fexa help streamline reporting and decision-making for your QBR?

Managing QBRs effectively requires accurate, real-time data, seamless reporting, and actionable insights. A CMMS like Fexa simplifies QBR preparation by automating performance tracking, financial analysis, and compliance monitoring. Instead of manually gathering data from multiple sources, facilities managers can leverage Fexa to generate reports instantly, benchmark vendor performance, and make data-driven decisions that enhance efficiency and cost savings.

Fexa's advanced tools help ensure that service level agreements (SLAs) are consistently met, prevent maintenance issues from escalating, and provide a holistic view of vendor operations. By integrating with ERP and financial systems, Fexa delivers a centralized, intelligent platform for optimizing facilities management strategies.

A CMMS like Fexa simplifies QBRs with these data analysis and automation features:

- **Fexalytics Dashboards** – Automatically benchmark vendor performance.
- **Financial Data Tracking** – Monitor spending trends, invoice accuracy, and budget adherence.
- **Live Scorecards** – Keep everyone aligned on SLAs and KPIs ahead of QBRs.
- **Alerts for SLA Breaches** – Get notified when service agreements are not met.
- **ERP & Financial Integration** – Centralize maintenance and financial data for smarter decision-making.

See the Guide to Facilities Management Software and CMMS for more insights.

What action items should you take post-QBR to drive improvements and keep momentum going?

After a QBR, it's crucial to turn insights into action. A well-structured follow-up ensures that key decisions lead to tangible improvements, fostering accountability and ongoing progress. Below are the essential steps to maintain momentum and drive continuous enhancements until the next review.

Post-QBR action plan:

1. Summarize key takeaways.
Distribute a report with key discussion points and next steps.

2. Assign responsibilities.
Define vendor and internal team tasks with clear deadlines.

3. Schedule follow-ups.
Plan mid-quarter check-ins to address urgent issues.

4. Refine the QBR process.
Adjust templates and metrics for more effective future reviews.

For additional strategies, read Capital Planning & Budgeting for Facility Managers.

Final thoughts on making your QBRs successful

A QBR is more than a routine meeting—it's a strategic tool for aligning vendor performance with business goals. By leveraging data, clear communication, and action planning, QBRs become a foundation for cost savings, efficiency improvements, and stronger vendor relationships.

Contact Fexa for a Free Demo

When you're ready to learn more about what Fexa's outstanding CMMS has to offer, **contact us for a free demonstration**! We can't wait to show you what we can do!