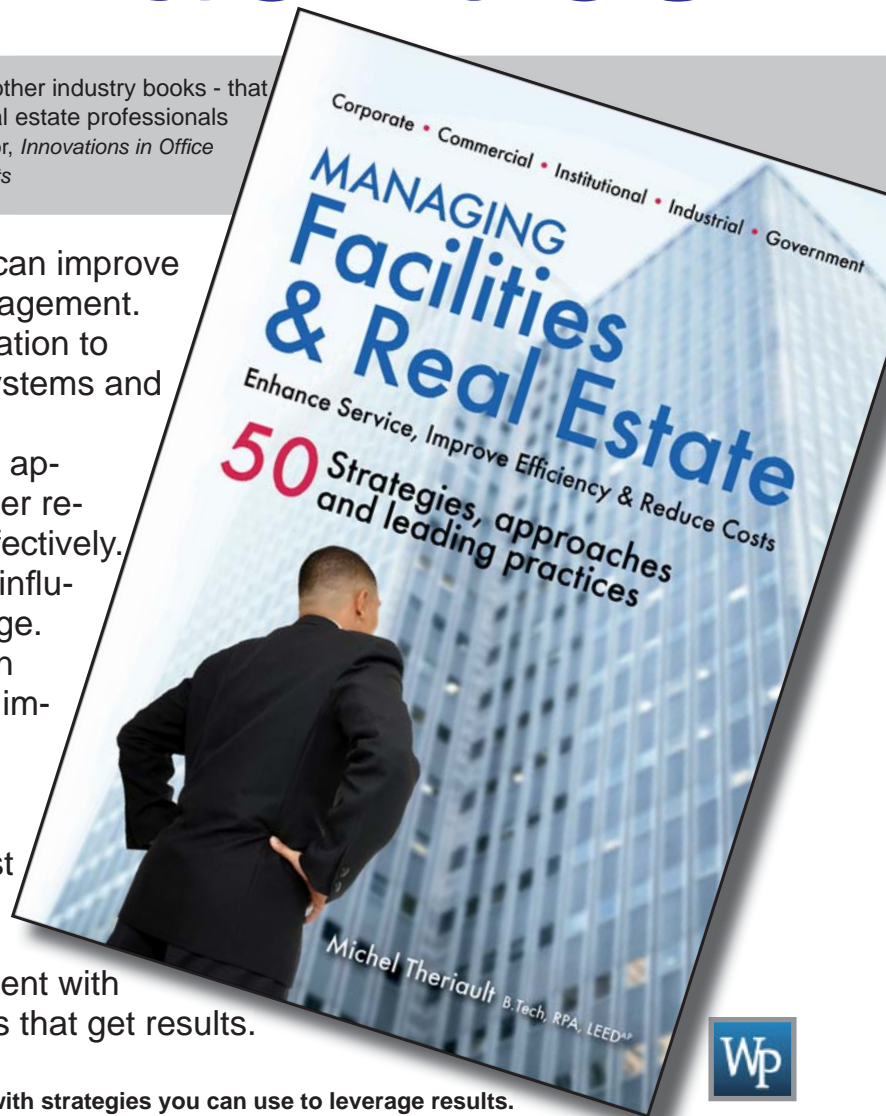


Manage Facilities?

“Michel introduces competencies - ones often overlooked in other industry books - that can elevate the role of facilities management and corporate real estate professionals to a strategic level in the organization” - Diane Stegmeier, Author, *Innovations in Office Design: The Critical Influence Approach to Effective Work Environments*

- **Learn** how strategy and strategic plans can improve your results in all areas of Facilities Management.
- **Get** better strategic management information to improve results by leveraging existing systems and processes.
- **Augment** your current procurement with approaches to get better suppliers and better results. Learn how to manage suppliers effectively.
- **Communicate** to get your point across, influence decisions and present a better image.
- *Develop* successful customer satisfaction processes and surveys and use them to improve service.
- **Implement** a performance management framework that delivers results .
- **Learn** how to use corporate facilities cost information to drive better decisions and lower costs.
- **Put** Manage back into Facility Management with leadership and management approaches that get results.



Build on your technical skills and practical knowledge with strategies you can use to leverage results.

Managing Facilities and Real Estate has become increasingly complex. Success requires a technical base with solid strategic and management skills and leading practices to deliver services for your organization.

Whether you manage a corporate facility, government office, institutional facilities, retail or a commercial building, this book gives you ideas and concepts, including forms that you can use right away to improve efficiency, enhance services and reduce costs.

Get Results. Get Attention. Get Ahead

Michel is an FM consultant and advisor. He speaks at conferences, writes magazine articles, delivers workshops and provides consulting and advisory services to a wide range of facility managers. You can contact him at michel@strategicadvisor.ca or strategicadvisor.ca

Whether you manage assets directly, use a service provider or have a landlord, these strategies help you deliver results for your organization and support their core business.

Soft Cover ISBN 978-0-9813374-1-8

Hard Cover ISBN 978-0-9813374-2-5

7" x 10" 532 Pages

Available from Amazon and other online retailers, by request at your local bookseller or visit www.thebuiltenvironment.ca

Corporate, Wholesale and Academic discounts are available direct from the publisher. Contact publisher@woodstonepress.com or visit www.woodstonepress.com

WoodStone Press
BOOKS FOR BUSINESS SUCCESS

CORPORATE • COMMERCIAL • INSTITUTIONAL • INDUSTRIAL • GOVERNMENT