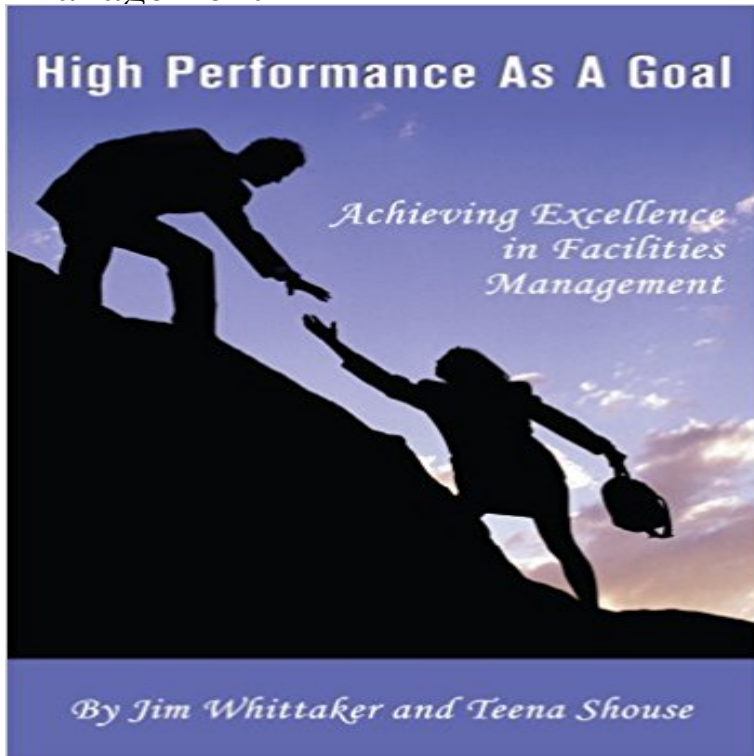


# High Performance As A Goal: Achieving Excellence in Facility Management



The content of this book was conceived by professionals who questioned the norm and truly wanted to change the way facility managers evaluate the effectiveness of their organizations and make them better. The goal was to develop an approach that asks the right hard questions that would lead them to answers to help achieve true operational excellence in facility management (FM). Most importantly, this approach to facility management organization evaluation and improvement has been developed over the past three decades by drawing on experiences working with hundreds of professionals in the FM industry across the U.S. and abroad. The approach to resolve challenges through relevant solutions shared in this book have been drawn from some of the best facility managers within government agencies, colleges and universities, public school systems, healthcare organizations, cultural facilities, airports, research institutions and corporate facility organizations. Additionally, incorporated within is experience gained through consulting engagements, operating and maintaining facilities, as well as years of researching and teaching facility management competencies. This book explores many best practices in facility management and provides a self-assessment approach to evaluate the capabilities and the process maturity level of a facility management (FM) organization. The bottom line is to help facility managers create

high-performance organizations that provide world-class services and best enable the mission of their parent organization.

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