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Sommario/riassunto

The term Facilities Management has become global but fraught with confusion as to what the term signifies. For some, notably in the USA, Facilities Management remains a discipline of human ecology. Elsewhere the term has become conflated with an alternative meaning: providing or outsourcing the provision of various services essential to the operation of particular buildings. This volume redresses that imbalance to remind Facilities Management of its roots, presenting evidence of Facilities Management success stories that engage the wider objectives of the organizations they serve, and engag
