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classification; Stakeholder impact assessment; Risks and opportunities; Conclusions; Checklist; Chapter 3 Facility Management Strategy; Key issues; Introduction; The business context; The single-facility owner-operator; The regional/national facilities owner-operator; The multinational facilities owner-operator; Business drivers and constraints; Organizational management levels

The strategic levelThe tactical level; The operational level; Cross-cultural management; Strategy formulation; Strategic analysis; Portfolio and space audit; Services audit; Resources audit; Market audit; Solution development; Criteria for evaluating options; Generation of options; Evaluation and selection of the preferred options; Strategy implementation; People and systems; Communication; Resources planning; Conclusions; Checklist; Chapter 4 Human Resources Management; Key issues; Introduction; Personnel management; Human resources planning; Employment obligations

Access, inclusion and equalityTalent management; Empowerment; Job competences and skills; Performance appraisal; Personal development; Conclusions; Checklist; Chapter 5 Workplace Productivity; Key issues; Introduction; Measuring productivity; The nature of work; The organization; Communication; The work environment; The internal environment; Sick building syndrome; Design issues; Unconventional working arrangements; Conclusions; Checklist; Chapter 6 Health, Safety and Security; Key issues; Introduction; Health, safety and security policy; Zero accidents; Occupational health and safety Compliance

Sommario/riassunto

The importance of effective facility management in enabling organizations to function efficiently is widely recognized. The fourth edition of Total Facility Management offers a comprehensive treatment of what facility management means to owners, operators, tenants, facility managers and professional advisors, as well as containing advice on how facilities can be better managed from a number of perspectives. It consolidates current best practice, defines and develops emergent areas and offers a pathway for the future development of facility management. The facility management body of knowledg
