
Table of Contents

Publisher's Note

About the Authors

Special Acknowledgments

Illustrations

BOMI Institute Mission Statement

Benefits of Institute Training

FMA Designation

BOMI Institute Code of Ethics

Academic Recognition

Using the Course Study Material

Topic Study Guide

- Introduction** **Facility Management: An Overview**
Anne Fallucchi, IFMA Fellow, Founding Editor and
Editor Emerita, *Facilities Design & Management*
- Chapter 1** **The Practice of Facilities Management**
Timothy J. Springer, Ph.D.
- Chapter 2** **Facilities Management Within the
Organizational Structure**
David G. Cotts, PE, CFM, IFMA Fellow
- Chapter 3** **Facilities Function**
David G. Cotts, PE, CFM, IFMA Fellow

Appendix A: Sample Customer Satisfaction Survey
- Chapter 4** **Leadership**
Timothy J. Springer, Ph.D.
- Chapter 5** **How Facilities Management Fits in a
Business**
Lawrence W. Vanderburgh, FMA, CFM, RA
- Chapter 6** **Workload Planning and Staffing**
Robert W. Wood, Jr., CFM
- Chapter 7** **Facilities Information Management**
Robert W. Wood, Jr., CFM
- Chapter 8** **Financial Management**
Lawrence W. Vanderburgh, FMA, CFM, RA

-
- Chapter 9 Budgeting and Cost Control**
Lawrence W. Vanderburgh, FMA, CFM, RA
Appendix A: Sample Budgeting Forms
- Chapter 10 Real Estate Management**
Edmond P. Rondeau, AIA, CFM, IFMA Fellow
Appendix A: Sample Closing Checklist
Appendix B: Sample Negotiating Checklist
Appendix C: Space Measurement Systems
Appendix D: Sample Work Letter Agreement
Appendix E: Sample Lease Escalation Letter
- Chapter 11 Outsourcing Facilities Services**
Robert L. Whitehair, CFM
- Chapter 12 Facilities Management Communications**
Lawrence W. Vanderburgh, FMA, CFM, RA
- Chapter 13 Project Design and Management**
Richard Fanelli, AIA
- Chapter 14 Project Tasks and Deliverables**
Richard Fanelli, AIA
- Chapter 15 Facilities Operations and Maintenance**
Eric Leitz, RPA

Glossary

Endnotes

Units of Measurement

Suggested Reading List

Index

Supplemental Readings

Comment Form