



## Facilities Management and Corporate Real Estate Management as Value Drivers

How to Manage and Measure Adding Value

Edited by Per Anker Jensen and Theo van der Voordt



September 2016: 392pp  
HB: 9781138907188: £95.00

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# Facilities Management and Corporate Real Estate Management as Value Drivers

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Facilities Management (FM) and Corporate Real Estate Management (CREM) are two closely related and relatively new management disciplines with developing international professions and increasing academic attention. Both disciplines have from the outset a strong focus on controlling and reducing cost for real estate, facilities and related services. In recent years there has been a change towards putting more focus on how FM/CREM can add value to the organisation.

The book is research based with a focus on guidance to practice. It offers a transdisciplinary approach, integrating academic knowledge from a variety of different fields with practical experience. It also includes 12 interviews with practitioners, shedding light as to how they manage adding value in practice. This is a much needed resource for practitioners, researchers and teachers from the field of FM and CREM, as well as students at both undergraduate and postgraduate level.

## Contents

Preface. Forewords. **Part I: Introductory Chapters.** 1. Introduction and Overall Framework. 2. FM and CREM Interventions. 3. Value Adding Management 4. Value Parameters. **Part II: Value Parameters.** 5. Satisfaction. 6. Image. 7. Culture. 8. Health and Safety. 9. Productivity. 10. Adaptability. 11. Innovation. 12. Risk. 13. Cost. 14. Value of Assets. 15. Sustainability. 16. Corporate Social Responsibility. **Part III: Epilogue.** 17. Tools to Measure and Manage Adding Value by FM and CREM. 18. Reflections, Conclusions and Recommendations.



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