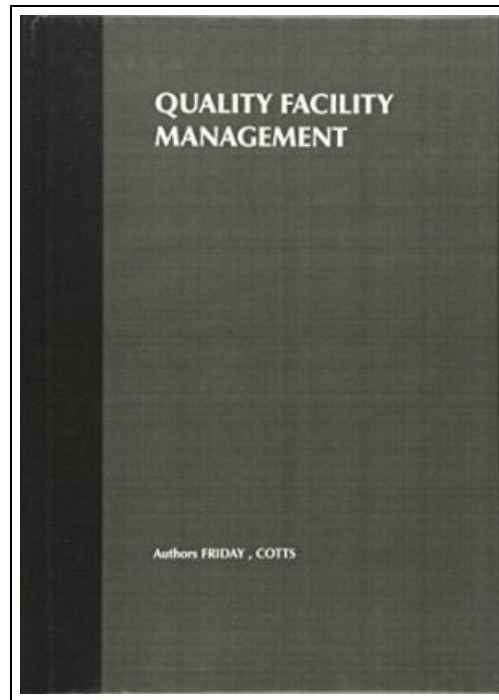


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John Wiley and Sons Ltd, United States, 1994. Hardback. Condition: New. Language: English . Brand New Book. As a facility manager, you're concerned with building quality into your operation but possibly unsure about how to go about it in a systematic way. Perhaps it's because a Total Quality Management program seems too imposing and costly for your department to undertake. Or maybe you're leery of certain aspects of such a concerted effort, like measuring quality or marketing facility services, because they've never been adequately explained to you. Possessing considerable backgrounds in facility management, Stormy Friday and Dave Cotts understand these uncertainties. In *Quality Facility Management*, they have pooled their knowledge and experience to develop a comprehensive resource that demystifies the quality movement and shows you how to apply the old-fashioned but enduring commonsense principles of quality management often overshadowed by TQM. Flecked with humor and written as if the authors were simply talking to you, this refreshing new book identifies the five major elements underpinning any effective quality facility management program and takes you step by step through each one in a detailed yet accessible way. Gradually, you learn how to put these elements all together and - by incorporating selected modern techniques - devise a program to meet your specific situation. With the help of real-world examples, checklists, and other how-to aids, *Quality Facility Management* reveals: Why customers must be the driving force behind your quality effort, how you can exceed customers performance expectations, and how you can effectively recover from service mistakes; How quality facility management has its roots in TQM, what constitutes the major aspects of a TQM program, and how you can implement quality facility management without a full-blown TQM program; and, Which aspects of your operation need to be measured...



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