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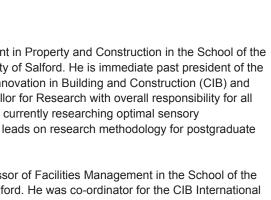
This third edition builds on those foundations, focussing on the driving idea that excellent facilities management demands a responsive and dynamic approach to the positive impacts facilities can have on users operating within a world in flux. Within this overarching theme the book considers numerous contemporary issues facing facilities managers, within a framework that covers organisation, technology and process.

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Edward Finch was, until recently, Professor of Facilities Management in the School of the Built Environment at the University of Salford. He was co-ordinator for the CIB International Working Party in Facilities Management (CIB W070) and Editor-in-Chief of Facilities, a leading peer reviewed academic journal in the area of facilities management. He is now a freelance FM industry commentator.

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