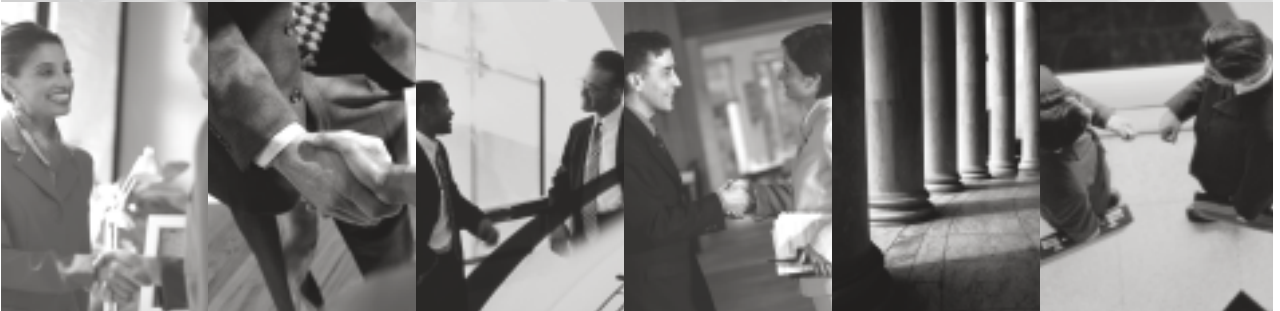




**Volume 0105**

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## **This Issue Features:**



### **Benchmarks IV Research Report #25**

FM costs on a per-square-foot basis for a variety of industry and facility types.  
**See page 4**

### **CFM Bundle Pack**

Three publications covering all areas required for CFM Exam preparation.  
**See page 6**

### **FM Business Workshop CD**

The final step in the FMP process prior to receiving the designation.  
**See page 6**

### **The Five Dysfunctions of a Team: A Leadership Fable by Patrick Lencioni**

A powerful message for those who strive to be exceptional team leaders.  
**See page 9**

# Bookstore Catalog

To help you develop strategies for increasing effectiveness and productivity in the workplace, IFMA has gathered the most up-to-date collection of publications available in the industry.

The IFMA Bookstore Catalog highlights a variety of publications and products available for purchase through the IFMA Bookstore. For a full listing of our more than 200 titles, plus our full inventory of IFMA Gear, visit the online Bookstore at [www.ifma.org/bookstore](http://www.ifma.org/bookstore).

## This Issue's Focus:

- Benchmarks & Best Practices
- Security

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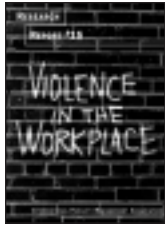
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IFMA is the largest and most widely recognized professional association for facility management, supporting approximately 17,000 members. The Association's members are represented in 125 chapters, 16 councils and one Special Interest Group (SIG), in 54 countries worldwide.

# IFMA Publications



## **Violence in the Workplace, Research Report #15**

**Bookstore ID:** 145998  
**Member Price:** \$50.00  
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What causes workplace violence, and how can you help prevent it? Based on a University of Southern California study, this report examines the phenomenon of violence on the job and identifies practices for enhanced preparedness.  
*40 Pages*

**Advice from security and legal experts on prevention and appropriate responses**



## **Facility Management Practices, Research Report #16**

**Bookstore ID:** 145990  
**Member Price:** \$50.00  
**Nonmember Price:** \$100.00

This report summarizes practices, programs and staffing composition of more than 2,200 facility management departments. Much of the information is categorized by industry name, facility use and facility size.  
*48 Pages*

**Covers FM responsibilities, workplace amenities, churn rates and chargebacks**

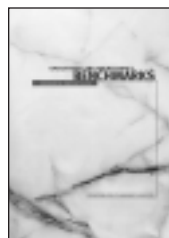


## **Views From the Top... Executives Evaluate the Facility Management Function, Research Report #17**

**Bookstore ID:** 145983  
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**Nonmember Price:** \$100.00

In a survey of senior managers, 90 percent said financial and project management skills are the most important skill factors they use to evaluate facility management performance. Planning and communication skills run a close second.  
*35 Pages*

**Useful recommendations for facility professionals**



## **Operations and Maintenance Benchmarks, Research Report #21**

**Bookstore ID:** 147247  
**Member Price:** \$50.00  
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Details housekeeping, utility and maintenance costs and practices for a variety of industries and facility types.  
*47 Pages*

**Data categorized by geographical region, percentiles and facility size**

# IFMA Publications



## European Benchmarks, Research Report #22

**Bookstore ID:** 147246  
**Member Price:** \$60.00  
**Nonmember Price:** \$110.00

Contains maintenance, housekeeping and utilities costs per square meter. Features security costs and facility management costs and space per person.

33 Pages

**IFMA's first benchmarking study of European facilities**



## Project Management Benchmarks, Research Report #23

**Bookstore ID:** 147297  
**Member Price:** \$50.00  
**Nonmember Price:** \$100.00

Make well-informed operational and strategic planning decisions. Updated statistics on space per person, space standards, support space, cost of moves and churn rates. Easy-to-read charts allow you to compare your own facilities to others of similar size, industry, use and geographic location.

64 pages

**Contains data from more than 600 facilities**



## Profiles 2003: Salary Report, Research Report #24

**Bookstore ID:** 157179  
**Member Price:** \$50.00  
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Find out if your organization is offering competitive compensation and see how your benefits compare to those of your counterparts.

68 Pages

**Includes salary data, demographics and job descriptions**



## Benchmarks IV, Research Report #25

**Bookstore ID:** 157221  
**Member Price:** \$60.00  
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Data for this report was collected in 2003 and 2004, and more than 400 facilities participated in the study. Covers operating costs—housekeeping, maintenance and utilities—along with support costs, project costs, health, environment and safety costs.

60 Pages

**New areas covered include disaster planning costs and FM IT costs**

# IFMA Publications



## Benchmarking for Facility Management Workbook

**Bookstore ID:** 146050  
**Member Price:** \$50.00  
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This how-to workbook leads you through the benchmarking process, one step at a time. Offers guidelines for planning, performing and implementing benchmarking projects and gives advice on forming partnerships.

108 Pages

**Includes review questions and a case study**



## Designing the Facility Management Organization

**Bookstore ID:** 147135  
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Get all the answers you need to plan or reorganize your FM department. Discover what causes organizations to formalize an FM department and what factors influence how the department is structured. Sponsored by the IFMA Foundation's Corporate Circle of Contributors.

38 Pages

**Compare your organization to others of similar industry, size or scope**



## IFMA Standardized Facility Management Customer Satisfaction Questionnaire

**Bookstore ID:** 146248  
**Member Price:** \$100.00  
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This updated survey kit contains a paper and an electronic copy of the customer satisfaction survey covering 50 areas. Instructions on collecting a valid sample and conducting the survey are also included, as well as a reporting form that allows the purchaser to obtain free benchmark results from IFMA.

7 Pages + 1 CD

## World Workplace 2004 Conference Proceedings Salt Lake City, Utah

5



### Hardcopy Vol. 1 & 2

**Bookstore ID:** 157240  
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# Certification & FMP Resources



## CFM Bundle Pack

**Bookstore ID:** 157243  
**Member Price:** \$147.82  
**Nonmember Price:** \$167.48

If you are planning to take the CFM exam, this specially priced bundle is the best way to get your hands on the essential texts you need to be prepared! The bundle pack includes the CFM Study Guide, the CFM Handbook, and the Facility Management Handbook (2nd ed.).

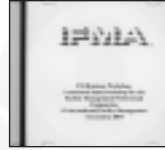
***Earning your CFM is one of the most important decisions you can make.***

## Certified Facility Manager (CFM)

The Certified Facility Manager (CFM) credential sets the industry standard for ensuring the knowledge and abilities of practicing facility managers. Certified Facility Managers have proven their abilities and demonstrated their commitment to achieving excellence in the profession.

The certification process is designed to assess competence in the field through work experience, education and the ability to pass a comprehensive exam. Since the program began in 1992, more than 3,500 facility managers from 25 countries have achieved this prestigious recognition. CFMs earn, on average, 13% more than non-certified facility managers.

For more information on IFMA's CFM program, e-mail [certification@ifma.org](mailto:certification@ifma.org) or visit [www.ifma.org](http://www.ifma.org).



## FM Business Workshop CD

**Bookstore ID:** 157213  
**Member Price:** \$149.00  
**Nonmember Price:** \$199.00

Serving as the final step in the Facility Management Professional (FMP) process prior to receiving the designation, this course is intended to transition new or existing professionals into the FM world through extended experience and awareness of the field.

***The principles, characteristics, theories and concepts that make up the business of FM***

## Facility Management Professional (FMP)

A springboard for obtaining certification, the Facility Management Professional (FMP) designation can be completed in approximately 12 months, and FMP candidates may customize their training to build the specific knowledge they need to meet individual goals.

IFMA's FMP designation is a knowledge-based credential demonstrating a proven comprehension of the basics of facility management. FMPs have successfully pursued the educational curriculum necessary to obtain the designation, acquiring fundamental knowledge in all of the core competency areas, building their skills, and broadening their knowledge and professional networks.

For more information on IFMA's FMP program, e-mail [certification@ifma.org](mailto:certification@ifma.org) or visit [www.ifma.org](http://www.ifma.org).

# Security



## Building Security: Handbook for Architectural Planning and Design

**Bookstore ID:** 157214  
**Member Price:** \$74.88  
**Nonmember Price:** \$80.87

Whether planning for new construction, renovations or security upgrades of existing facilities, this book is the definitive 21st-century reference on security design, technology, building operations and disaster planning. Award-winning architect and author Barbara A. Nadel, FAIA, provides security design solutions for creating safe commercial, institutional, industrial and residential buildings in the post-Sept. 11 environment. Generously illustrated with 600 photos, drawings, tables and checklists.  
*672 Pages*

**2003 Milka Bliznakov Prize  
Commendation from the International  
Archive of Women in Architecture**



## Emergency Preparedness for Facilities: A Guide to Safety Planning and Business Continuity

**Bookstore ID:** 157163  
**Member Price:** \$101.25  
**Nonmember Price:** \$109.35

This book from Government Institutes provides businesses with a strategic guide to prepare and recover from an emergency or disaster. References and explains all relevant OSHA requirements. Features a companion CD-ROM that contains forms and templates that safety and risk

professionals need to prepare for an emergency and create emergency preparedness plans.  
*308 Pages*



## Rethinking Corporate Security in the Post 9/11 Era: Issues and Strategies for Today's Global Business Community

**Bookstore ID:** 157178  
**Member Price:** \$34.28  
**Nonmember Price:** \$38.24

Fortune 500 consultant Dennis Dalton helps security directors, CEOs and business managers understand the fundamental role of security in today's business environment and outlines the steps to protect against corporate loss. He draws on the insights of such leaders as Jack Welch, Bill Gates, Charles Schwab and Tom Peters in this unique review of security's evolving role and the development of a new management program.  
*331 Pages*

# Facility Management



## Facilities Planning and Relocation

**Bookstore ID:** 146136  
**Member Price:** \$72.86  
**Nonmember Price:** \$78.69

This all-in-one resource includes a step-by-step manual with an extensive reference section and more than 50 reproducible forms in hard copy and diskette format.  
 494 Pages

**Plan and execute a relocation on time, on budget and on target**



## Facility Management Handbook, 2nd edition

**Bookstore ID:** 146225  
**Member Price:** \$62.87  
**Nonmember Price:** \$67.53

Sample documents and forms for tasks such as space forecasting, real estate tracking and FM department service evaluation. Whether you work in the public or private sector, this book will help you improve quality, productivity and user satisfaction.  
 420 Pages

**Planning, programming, budgeting, design-build cycle, O&M and FM practices**



## Means Cost Planning & Estimating for Facilities Maintenance

**Bookstore ID:** 146128;  
**Member Price:** \$67.19  
**Nonmember Price:** \$72.56

A comprehensive approach to maintenance planning and budgeting for all major building types in the public and private sector. It includes information on repair requirements, cost estimating, special building types, computer applications, benchmarking and outsourcing.  
 472 Pages



## Organization Development for Facility Managers: Tracing the DNA of FM Organizations

**Bookstore ID:** 157166  
**Member Price:** \$54.24  
**Nonmember Price:** \$59.86

This book is the first to show facility management professionals how to develop, achieve and sustain organizational effectiveness. This cutting-edge book is surely a blueprint for the future of facility management.  
 300 Pages

**Accelerates real-world implementation with a variety of charts, graphs and case examples**

# Leadership



## The Five Dysfunctions of a Team: A Leadership Fable

**Bookstore ID:** 157215  
**Member Price:** \$18.93  
**Nonmember Price:** \$20.74

Author Patrick Lencioni reveals the five dysfunctions that go to the very heart of why teams struggle. He outlines a powerful model and actionable steps that can be used to overcome these common hurdles and build a cohesive, effective team. A compelling fable with a powerful, yet deceptively simple, message for all those who strive to be exceptional team leaders.  
 200 Pages

**Closing keynote speaker, IFMA's World Workplace 2004**

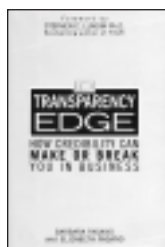


## Business Process Benchmarking: Finding and Implementing Best Practices

**Bookstore ID:** 146150  
**Member Price:** \$41.34  
**Nonmember Price:** \$45.62

A toolbox of proven benchmarking techniques for quick results. This book focuses on the leadership and management aspects of benchmarking, including training strategies for increased effectiveness.  
 463 Pages

**Malcolm Baldrige National Award winning case studies included**



## The Transparency Edge: How Credibility Can Make or Break You in Business

**Bookstore ID:** 157223  
**Member Price:** \$16.16  
**Nonmember Price:** \$18.36

Through powerful case studies of some of America's most savvy executives, author Barbara Pagano introduces nine key behaviors that every successful leader uses to gain a transparency edge. She shows you how this nothing-to-hide approach enables you to make decisions more efficiently and execute them more effectively, speed up operations and increase productivity.  
 224 Pages

# IFMA Gear



## IFMA Hat

**Bookstore ID:** P-CAP BLACK  
**Member Price:** \$11.50  
**Nonmember Price:** \$11.50

Khaki sports cap with embroidered IFMA logo; black embroidery with matching bill.



## IFMA Lapel Pin

**Bookstore ID:** P-LAPELP  
**Member Price:** \$5.00  
**Nonmember Price:** \$5.00

24K gold-plated 3/4" x 1/8" pin.



## CFM Hat

**Bookstore ID:** P-CFM CAP  
**Member Price:** \$15.00  
**Nonmember Price:** \$15.00

Brushed cotton twill sandwich visor, six-panel, matching fabric adjustable strap with brass buckle, embroidered with CFM logo.



## Zippered Portfolio (IFMA embossed)

**Bookstore ID:**  
 P-ZIP BINDER BL  
**Member Price:** \$27.00  
**Nonmember Price:** \$27.00

Zippered leather-look portfolio with IFMA logo embossed in gold. Includes a three-ring binder. 14" x 11"

10



## IFMA Coffee Mug

**Bookstore ID:** P-MUG  
**Member Price:** \$7.50  
**Nonmember Price:** \$7.50

Large 15 oz. ironstone mug with large "D" handle; white with wrap around red IFMA logo.



## Black Satchel (IFMA embossed)

**Bookstore ID:**  
 P-LEATHER BAG  
**Member Price:** \$35.00  
**Nonmember Price:** \$35.00

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## CFM Mug

**Bookstore ID:** P-CFM MUG  
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# IFMA Gear



## A. Men's and Women's Denim Long-Sleeve Shirt (IFMA embroidered)

Size: S-XXL  
Member Price: \$26.00  
Nonmember Price: \$26.00

100% cotton denim long-sleeve with white IFMA logo embroidered over single left chest pocket.



## B. Men's and Women's Sweatshirt (IFMA embroidered)

Size: S-XL  
Member Price: \$15.00  
Nonmember Price: \$15.00

Men's and women's 50/50, 7.5 oz. sweatshirt. Available with tone-on-tone embroidery with the IFMA logo. Color: Black



## C. Men's Champion Nylon Neck Pullover Windshirt (IFMA embroidered)

Size: S-XL  
Member Price: \$35.00  
Nonmember Price: \$35.00

100% nylon flat taffeta; 100% polyester mesh lining; 1" x 1" rib trim on neck and bottom; lapped V-neck; elastic cuffs; slant welt pockets; zipper on left side seam for easy on/off. Color: Navy



## D. Men's Hampton Microfiber Jacket (IFMA embroidered)

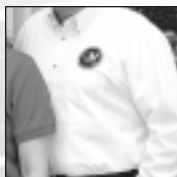
Size: S-XL  
Member Price: \$48.00  
Nonmember Price: \$48.00

100% polyester sueded microfiber body with water-repellent finish; stand-up collar with contrast color lining; full zip front; zip-out hooded neck with draw-cord; on-seam side pockets; cape back; elasticized waist and cuffs. IFMA embroidered in beige to match trim. Color: Navy w/stone trim



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# IFMA Gear



## A. Men's Long-Sleeve Oxford Shirt (IFMA embroidered)

Size: S-XL  
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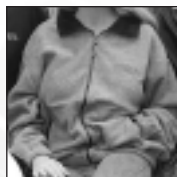
Oxford button-down, with embroidered IFMA logo. Color: Burgundy



## B. Women's Madison Microfiber Jacket (IFMA embroidered)

Size: S-XL  
Member Price: \$48.00  
Nonmember Price: \$48.00

100% microfiber polyester body with water-repellent finish; hooded neck; full zip front; two-way zipper; slash front pockets; multi-seamed detailing; and taffeta lining. IFMA embroidered in beige to match trim. Color: Navy with stone trim



## C. Women's Weatherproof Thermo-Fleece Full Zip Jacket (IFMA embroidered)

Member Price: \$34.00  
Nonmember Price: \$34.00

13.5 oz., 100% polyester thermo-fleece jacket with full front zipper. Two-piece collar with black tricot binding and black polyester fleece. Elastic cuffs and waistband. Front pockets with zippers. IFMA embroidered in black. Top quality! Color: Gray

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A.



B.



C.

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