

## Consulting and Advisory Services for Facility and Property Management

Our approach and experience lets you solve problems, get results and augment your resources. Getting outside expertise while focusing on your day-to-day responsibilities leads to success. Tap into years of proven Asset, Facility and Property Management experience managing and improving services to improve your efficiency and reduce costs.

### About Michel Theriault, B.Tech, RPA

#### Experience and Background

Michel has successfully managed project based initiatives, front-line operations and staff functions. As an independent consultant, he draws on his experience and success to help you solve problems, improve efficiency and reduce overall costs.

Michel has experience in large corporations and smaller companies ranging from in-house service delivery to subcontractor services to the largest Facility Management outsourcing provider in Canada. Michel holds the Real Property Administrator (RPA®) designation from BOMI.

#### Achievements

Michel has delivered FM services, transitioned new services, implemented organizational change, developed Performance Management systems and chargeback models, improved customer service, developed reports, policies and procedures, created business strategy and met financial and operational targets. He has also won numerous awards for operations excellence and customer service for his operations.

*Michel was featured in The Canadian Property Management Magazine's Pro Profile in the September 2002 issue.*

### About our Services

We provide a wide range of services and can easily design a service or scope that meets your specific requirements.

We provide a no-obligation consultation to discuss your requirements and to see how we can customize services to meet your needs and get results for you.

Please contact Michel at 519-803-5401.

#### International Recognition

Michel has spoken at local and international conferences in the US and Canada on a number of key topics such as Customer Service, Performance Management and Outsourcing. He also has numerous publication credits on outsourcing, customer service, performance management and Facility Management. He is often asked to contribute his expertise to publications in the USA and Canada.

### Using Strategic Advisor makes sense

#### Efficient use of your resources

We handle things so you and your staff can focus on your priorities.

#### Get an outside view

We bring objectivity and a broad range of experience to you.

#### Get Results Quickly

We get things done on your timeline and to your satisfaction.

#### Value for Money

You get the skills and experience you need only when you need them.

**Asset Management** : Get results by integrating all aspects of managing your properties using expertise you don't have internally. Get independent advice and management for maintenance, capital planning prioritization and justifications, energy cost reduction, subcontracted services, customer service, procedures, training and more.

**FM Operations Assessments** : Is your organization and systems giving enabling you to serve your company's core business, make strategic decisions and minimize costs? A review can help you fine-tune or completely revamp your organization and systems by comparing to best practices.

**Strategic Planning** : Strategy is critical, but most managers are busy dealing with operational, personnel and service issues and don't have time to plan the future. We help you map your Strategic Plan and assist you to implement for success.

**Outsourcing Decisions** : The decision requires a detailed assessment of your operations, needs, costs, processes, risk areas and future requirements. We take you through a process that supports outsourcing or identifies changes you can make to achieve the results you need.

**RFP/RFQ Documents** : Well developed Request For Proposals get results but are harder to develop than it seems. We help you identify objectives, strategy, questions, specifications, assessment methods and performance management tools.

**Performance Management** : If you don't measure results, you don't have management information for decisions and initiatives that improve service and reduce costs. Our experience develops measures that get results you need.

**Customer Service** : Customer service is important for in-house service delivery. We assess your processes, implement better techniques and develop satisfaction surveys so you can assess your results and make changes that your occupants will appreciate.

**Managing Transitions** : Transitions take planning, resources and effort to do it right, whether it's an org change, implementing new systems or processes, outsourcing, out-tasking or a change to a different provider. Our experience ensures a smooth, uneventful transition.

**Policies & Procedures** : Consistent, effective results require well developed policies and procedures that meet are easy to understand and implement. Our experience with FM procedures and policies will help you develop and implement them for better results.

**Surveys** : We develop surveys to capture customer satisfaction or other stakeholder opinion. We can administer and analyze results to develop strategic action plans.

**Training** : We provide on-site training for customer service, performance management, communications, writing, presentations and more with a clear FM & PM focus.