

Michel Theriault, B. Tech, RPA, LEED^{AP}

PRESENTATIONS AND ROUND TABLES:

- "Intelligent Benchmarking and Beyond" - IFMA World Workplace (Orlando, Florida) October 2009
- "Manage, Don't Just Measure" at the International Maintenance Excellence Conference (IMEC) hosted by the University of Toronto, September 2009
- "Selling the Value of Facility Managers" - IIDEX/Neocon, (Toronto, Ontario)
- "Intelligent Benchmarking" – Professional Retail Store Maintenance Association (Phoenix, Arizona) April 2009
- "Strategic Facilities Management & KPI's" – 3 day workshop, Dubai, UAE November 2008
- "Strategic Communications for Facility & Property Managers" – IIDEX/Neocon (Toronto) Sept. 2008
- "Performance Management" – Federated Press *Creating a 21st Century Maintenance Organization* conference, Toronto, Sept. 2008
- "Getting Results with Effective RFP's" – Honeywell User Group Conference, Phoenix, June 08
- "Performance Management for Better Results" – PM Expo (Toronto) Nov. 2007
- Moderated 'What is Green' panel - 2006 IIDEX/Neocon show (Toronto), September 29, 2006
- "Planning, Implementing and Managing an Outsourcing Contract" – BOMA Conference (Anaheim, California), June 2005
- "Optimizing Supplier Performance – Getting Results Like Never Before" – BOMA Conference (Anaheim, California), June 2005
- "Expose your costs for better decisions" - BOMA Conference (Toronto), June 2004
- "Between a Rock and A Hard Place: Customer Service in Corporate Facilities" - BOMA Conference (Toronto), June 2004
- "Senior Executive Roundtable On Common Issues, Major Trends And Key challenges In Real Estate Operations" - PM Forum (Toronto) December 2003
- "Get Performance like you never did before" - Total Facility Management Conference (Chicago), April 2003
- "Shining Light on 'The Dark Side' – Outsourcing from an Outsourcer's perspective" - IFMA Toronto, May 2001

Publications & Speaking Credits

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ARTICLES:

- "Outsourcing May Not Equal Partnership for Facility Managers, Service Providers" – May 2010 in BOM Magazine (Feature Article)
- "Make Your Memos Hit The Mark" – Jan 2010 in Buildings Magazine (Cover Article)
- "Sound System" - *facility management systems* – Sept 2009 in FM world (UK) by the British Institute of Facility Management
- "Money Matters - establishing and positioning cost information for better corporate decisions" – June 2009 in FM Magazine, GCC edition (Dubai, UAE)
- "Getting Beyond Benchmarking 101" – May 2009 in *Canadian Facility Management & Design*
- "Groundwork Converts Potential Into Performance - FM systems" – March 2009 in *Canadian Property Management & Design*
- "The Lifecycle Approach - Reducing your total cost of ownership: - Feb 2009, RFP Magazine, (Hong Kong)
- "Spreadsheet Savvy – Strategic Management hinges on Data Interpretation" – October 2008 in *Canadian Property Management*
- "Delivering The Message" – June 2008 in *Canadian Property Management Magazine*
- "Risk Management – The Human Factor" – May 2008 in *Building Operating Management*
- "Managing Your Portfolio" – May 2008 in *FM Magazine, GCC edition (Dubai, UAE)*
- "Life Cycle View" – April 2008 in *Summit Magazine*
- "Beware the Integration Trap" – April 2008 in *Canadian Facility Management & Design Magazine*
- "Best Practices from Outsourcing" – September 2007 in *Canadian Facility Management & Design Magazine*
- "Serving Up Quality" - May 2007 in *Building Operating Management Magazine*
- "Evaluating your RFP Results" - May 2007 in *Canadian Facility Management & Design Magazine*
- "How to Succeed with RFP's" - April 2007 in *Canadian Facility Management & Design Magazine*
- "One Step Re-Engineering through Outsourcing: - April, 2007 in *Enterprise Magazine*
- "Do You Really Want To Know What They Think? Developing Effective Occupant Satisfaction Surveys" – October 2004 in *Today's Facility Manager Magazine*.
- "Measuring Performance" - September 2003 in *Canadian Property Management magazine*
- "Make your company flexible through managed services" - February 2003 in *Canadian Facility Management & Design magazine*
- "Do You Really Want To Know What They Think? Developing Effective Occupant Satisfaction Surveys" - February 2003 in *Canadian Property Management magazine*
- "One Step Re-Engineering through Outsourcing: - June/July 2003 in *Canadian Property Management magazine*
- "Getting the Word Out" - Published January 2003 in *Facilities Design and Management magazine*
- "Getting down to the details when managing tenant improvements" - July 2002 in *Office Life*
- "Between a Rock and a Hard Place – What Customer Service Means in Corporate Facilities" - Jan/Feb 2002 in *IFMA's Facility Management Journal*
- "Transition Success: The Stay Back Team" - May 2002 in *Facility Design and Management magazine*
- "Leave Room for the Human Element" – Sept. 2001 in *Canadian Facility Management & Design magazine*
- "Premises and Productivity" - December 2001 in *Office Life*
- "Technology: The Great Enabler" - April 2002 in *Office Life*
- "10 Books that put Manage back into FM" - October 2002 in *Facility Design and Management magazine*
- "Making the most of Less than Ideal locations" - Published October 2002 in *Office Life*

OTHER ITEMS:

- "Enviro Managers: Facilities Experts" - Interviewed and featured in *National Post newspaper article August 28, 2009*
- "Pro Profile –Michel Theriault - Looking at the big picture" - Sep. 2002 in *Canadian Property Management magazine*

Member, Canadian Association of Management Consultants and International Facilities Management Association