

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

Principal, Strategic Advisor – FM & PM Consulting and Advisory services.

Profile

Michel Theriault
Principal,
Strategic Advisor
218 Silvercreek Pkwy N,
Suite 245
Guelph, On, N1H 8E8

Contact:
michel@StrategicAdvisor.ca
www.StrategicAdvisor.ca

SUMMARY

As Principal of Strategic Advisor, a consulting and advisory firm, Michel brings over 19 Years of senior in-house and outsourced Facility / Property Management operational experience and experience as a service supplier to FM. Michel's clients benefit from his broad range of expertise as an industry professional and as a service provider.

Experience includes asset management, leasing, lease administration, space planning, customer service, energy & environmental management and all areas of building and facility operations in large, distributed portfolios.

He provides advice for implementation, transition, service improvement, strategic planning and asset management, training, organizational assessments and outsourcing.

SAMPLE PROJECTS & ACCOMPLISHMENTS

- Conducted RFQ and RFP for organization to select a new O&M service provider
- Performed an Operational Assessment Review for a government organization to improve their FM service delivery.
- Advised service organization on strategy to meet a client's cost saving request and a proposal for expanding scope and volume.
- Conducted a study with analysis and report for client's business case leading to organizational change.
- Analyzed spending for large public institution's work orders. Identified savings & recommended process changes to manage costs.
- Advisory services for a North American outsourcing initiative and conducted outsourcing for another Ontario based organization.
- Develop Facility Management Specs and QA process for a Middle East corporation.
- Establish a systems furniture procurement strategic plan and business case for a large municipality.
- Develop and deliver Supplier Relationship Management training program for front line management staff.
- Review, assess and recommend changes to procurement and contract management to improve services for a government entity.
- Benchmarking and recommendations for a crown corporation to address resourcing issues.
- Asset Management advice and coordination of FM/PM responsibilities for a major non-profit group.
- Develop Mission, Vision and Values for an educational institution's Facilities department.
- Develop and implement on-line surveys in support of client initiatives.
- Development of Facility Management Outsourcing specs and performance measures for Public Private Partnership RFP's
- Evaluation of site selection and fit-up initiative for major Canadian Bank.
- Transitioned an FM organization to an Outsource model.
- Develop a call centre process for a major facilities provider.
- Implement and manage Charge Back for an organization with over \$400M of Facility costs.
- Improved Occupant/Customer Satisfaction in Facility portfolios.
- Implemented and negotiated Performance Measurements.
- Developed and implemented new communication strategies for internal staff and clients.
- Developed Service Level Definitions for a large telecommunications company.
- Developed Best Practices documentation for the largest Facility Management company in Canada
- Planned and managed the consolidation of over 2000 staff from leased locations to an owned location.
- Conducted economic feasibility studies and space requirement analysis for space consolidation projects.
- Wrote and won RFP responses for two of the largest successful outsourcing contracts in Canada.
- Won the coveted BOMA Toronto Pinnacle Award in 2004 for customer service excellence.
- Won seven BOMA awards including the Earth Award, Building of the Year and 5 Certificates of Excellence.

PUBLICATION AND SPEAKING CREDITS

Michel has presented a wide variety of seminars at Canadian and US conferences, including BOMA, IIDEX/Neocon, PM Expo and the Total Facility Management Conference. He has delivered courses on writing & presentations for facility and building management personnel, strategic planning and technology solutions and a customer service seminar for the US General Services Agency. He recently delivered a 3 day workshop on Strategic FM in Dubai, UAE.

Michel has over 20 published articles in US and Canadian Facility and Property Management magazines. His articles have dealt with lifecycle costs, getting performance, re-engineering, outsourcing, transition and implementation, developing and evaluating RFP's, communications, customer service, general management, leadership and other FM topics.

MEMBERSHIP & INDUSTRY INVOLVEMENT

- Newsletter Director, IFMA Toronto Chapter (member since 1992 and past VP, Ottawa IFMA Chapter)
- Member, Canada Green Building Council
- Past Chair, FM Seminars, IIDEX/Neocon Show in Toronto
- Member, Canadian Association of Management Consultants (CAMC)
- Marketing Committee of the Building Owners and Managers Association (BOMA) Ottawa (97-98)