



APPA Publishes New Leadership and Management Book

We are pleased to announce the publication of a new book by long-time APPA member Bill Daigneau, shown above. *Product-Process-People: The Principles of High-Performance Management* takes an in-depth dive into those three key ingredients that comprise any organization, particularly the enterprise of educational facilities.

According to Bill's introduction:

Products are the fundamental purpose of any group of people organized to produce and deliver them. Then there are processes, the means by which those people actually produce that product. And finally there are the people themselves, each willing to devote their time and energy in the completion of the necessary processes to produce the product.

He proceeds to lay out the foundation for all three legs of the management stool, and builds your understanding through personal examples, industry anecdotes, and a solid literature review. As APPA Past President Jack Hug wrote about the book, "When you put down this book, you will be more confident as a manager and know more about your organization: what is most important, why things happen, why things don't happen, and what forces are at play."

Bill Daigneau earned an engineering degree from Case Western Reserve University and an MBA from Bradley University.

He worked in educational facilities at the University of Wisconsin Stout, University of Northern Colorado, University of Rochester, and the University of Texas MD Anderson Cancer Center, where he retired in 2012 after 18 years of service.

For APPA, Bill served as Vice President for Educational Programs, was an inaugural APPA Fellow in 2004, received APPA's Meritorious Service Award and a record four Rex Dillow Awards for Outstanding Article in *Facilities Manager*, was editor for the APPA/NACUBO publication *Planning and Managing the Campus Facilities Portfolio*, and was an author and Planning, Design & Construction content coordinator for the Body of Knowledge (BOK).

Product-Process-People is available from the APPA Bookstore for \$32 for APPA members, \$45 for nonmembers. You can also purchase the 163-page book at a quantity discount when ordering 10 or more copies. It's an excellent book that we know you'll enjoy reading and sharing with your staff. ☺

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FACILITIES manager

President

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Executive Vice President

E. Lander Medlin, lander@appa.org

Editor

Steve Glazner, steve@appa.org

Managing Editor

Anita Dosik, anita@appa.org

Design & Production

www.touch3.com

Printing

Corporate Press, Inc.

Editorial Office

703-542-3837

Fax: 703-542-3782

Advertising and New Products

Gerry Van Treeck, 847-347-7851

gvtgvt@earthlink.net

www.appa.org/facilitiesmanager

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