

Newsletter

THE
FACILITATOR
The Newsletter for facility management professionals

Resources

Newsletter

Education

CFM

Job Bank

Contacts



President's Podium - Pardon Me

If you read the March Facilitator, you were probably thinking, "Who's this Bram guy to write all these articles?" Well, it's one of the responsibilities of your President. However, it was never intended that they should all appear in the same issue. I am not a prolific writer. I have a slight case of OCD and, faced with the knowledge that I was expected to write articles, I set about the task. I figured I could write a bunch of articles and bank them for the future.

Unfortunately, I failed to communicate my intent to the people who assemble the newsletter. Did you ever hear that lack of communication could cause problems? This is an example. Now I have to write more articles.

You know, it's an awful lot of responsibility being considered the only one who can write articles for the chapter. It's also not true. Here comes the groveling!

The Facilitator is **our** (yours and my) newsletter. I sure would appreciate if you would len of you have been facility managers longer than I have and have done different things the am asking is that you set aside 30 minutes to write about some aspect of your facility ma practice or experience that others can learn from.

Some possible topics could include:

- Handling temperature and other common complaints
- Managing your housekeeping contractor and customers
- Fire and Tornado Drills...How and How Often?
- What's new in building security technology?
- What do you look for in selecting a vendor?
- How do you pre-qualify a contractor?
- Drain management...toilets, urinals, sinks, drinking fountains, showers
- Tool and equipment security
- Etc. Don't forget the Etc.

Contents

[President's Po](#)
[LEEDS Worksl](#)
[Time Managen](#)
[April Program I](#)
[May Program I](#)
[CFM Exam Re](#)
[Member Profile](#)
[Another Memb](#)
[Volunteers Nex](#)
[Office Space S](#)
[World Workpla](#)
[CFM Question](#)
[Quick Pix](#)



Mark Your Calendar

May 18, 2004
Tour of Kansas
Speedway

June 3, 2004
Annual Golf Outing
Painted Hills Golf
Course

July 20, 2004
So You Want to
Build a Building
Christ Community
Church

Now that you are inspired, let me tell you how easy it is. The article should be between 500-750 words. You could co-author it. I could get someone to edit grammar and punctuation. (I have a friend who helps me.) You can call me, or any officer, to discuss ideas. Our numbers are available on our chapter website at www.kcifma.com

I will set aside a few hours each week to review all the submissions. We would like to please hear your experience and your thoughts in the Facilitator. Won't you share them?



Alan Bram, President
Kansas City IFMA Chapter



KC IFMA Lends Sponsorship to LEEDS Workshop June 13, 2001

Bridging the Gap, in conjunction with KC IFMA, Burns & McDonnell, Kansas City AIA, Heery Group, Green Builder, Johnson Controls, and others, is presenting a LEEDS Workshop in Kansas City on June 13, 2001. This workshop will be held from 8:30 a.m. to 5 p.m. at Burns & McDonnell Parkway, KC, MO, and will cost \$325 for USGBC Members and \$425 for non-members (including \$475, respectively, after May 6). Attendance is limited to 60.

For more information, email leed@rdinc.net, or phone (215) 428-9655.

Member's Choice A Perspective on Time Management

A recent KC-IFMA member survey indicated much interest in time management. How can we do more with less, in less time? It's a good question. Philosophically, time is infinite, but human life is finite. We are asked to hurry, beat the deadline, and reduce the bottom line.

As I write this article, I am sitting in a Continental jet, twice delayed by mechanical problems. Fortunately, I am relaxed, pondering what it's all about. I suppose that if I had a connection to Cleveland, I wouldn't be so relaxed. Cleveland is my hometown and I was visiting my father, who is in a hospice unit. Though his death was expected several days ago, it is a process that can't be rushed. Watching a person die helps put things in perspective.

While sitting at his bedside, I was repeatedly visited by nursing home staff that told me how much they liked him and how sad they are. Everyone who met Dad liked him. He was a man of integrity, dependable, kind. He was a quiet man, not prone to boast, and always willing to lend a hand. In our family, he was consulted for advice or asked for help when in need. Often times he was asked for help, as it was already on the way. No one commented on his time management skills.

I am wondering if we really ever manage time to our benefit. For years, we have used Diogenes, Covey Planners, and now it's the Palm Pilots. Time for us is not infinite, and we need to be wise with the time assigned to us. There needs to be time for work, for play, for family, for rest. How do we include these in our time management deliberations?

Death has a way of forcing one to look at life. I suggest we all need to explore an answer to the question: How do we manage time to our benefit?

of what is really important to us, before we continue our time management planning. My long hours and 6 ½ days per week until retirement, but you know he was always there with us. We always had family time. He was a good father, a good husband, a respected business community leader. He made good use of his time.

The first step to effective time management planning may be to put one's life's priorities in

Editor's Note: Since writing this article, Alan's father has since passed away. But I'm still running as Alan wrote it...with reflection, awareness, sensitivity and insight. The message is important. Let us all be mindful of the importance of the gift of life and not take it for a single moment!

April Program Review

2001 REAL ESTATE MANAGEMENT EXPO

B,

The booth space was sold out and more than 275 people attended the annual EXPO sponsored by IFMA, BOMA, IREM, and CCIM. While the exact number of IFMA members in attendance was not determined at press time, suffice it to say we had an admirable representation from our professional associates!

Everyone won at the April 11, 2001 Real Estate Management EXPO - from the crowd of residential, commercial, facility, industrial, and apartment owners and managers who moved up and down the Hyatt Regency Crown Center exhibit hall aisles, to the 68 exhibitor companies displaying their services. But two people walked away with particularly broad smiles on their faces. They had won the "Name That Object" games.

Steve Scharff, a maintenance engineer at Trammell Crow, visited five poker run tables, won one each, and turned in the best hand of the afternoon. He had four of a kind. It brought him

Another contest required players to name the objects depicted in five photographs. The person who could do it would win \$500. Dan McEntee, a supervising building management specialist, could and did. For the curious, the objects were: 1) roller bearing, 2) vacuum switchgear, 3) pressure regulator, 4) stator, and 5) fan system.

A couple of dozen other EXPO attendees won booth prizes provided by exhibitors, ranging from television, \$100 cash, to dinner certificates, to a golf driver, to Royal tickets, to tee shirts.



Scott Quarterson and John Harter visit with a prospective member.



Just some of the people enjoying the trade show.



Strange goin's on at this booth!

May Program Preview



FM and the Internat

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Gladfelter E

This month it's off to deep space for our program. We will be having a speaker from NASA Space Flight Center in Huntsville, Alabama, to talk about FM in space, specifically relate International Space Station. Although we don't know who the speaker is yet, we have been they are preparing a special program, one that has never been done before (mainly because has asked about FM in Space). I hope they thought of it before they sent the space station imagine needing a light bulb and the closest one is several hundred miles below?

The Marshall Space Flight Center is one of NASA's largest field installations, with more than 10,000 service and contract employees and an annual budget of \$2.3 billion. It is NASA's premier center for development of space transportation and propulsion systems, NASA's leader in micro-

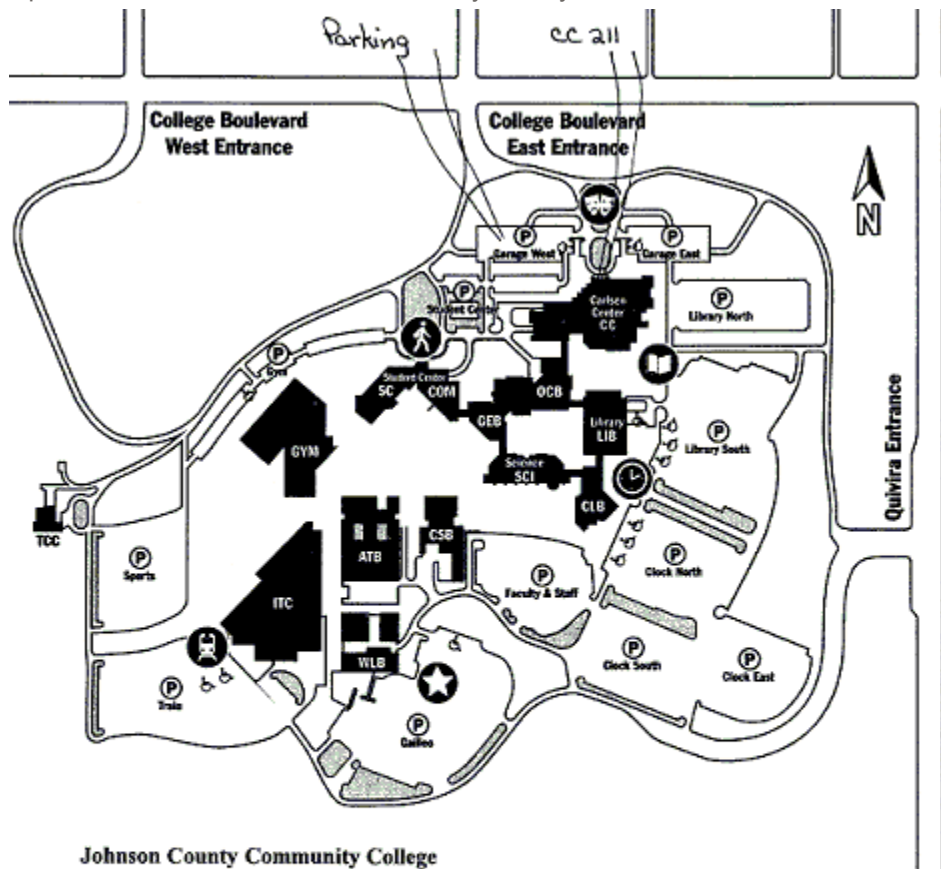
research, and NASA's leader for advanced large optics manufacturing technology.

The Flight Projects Directorate at the Marshall Center, who is providing our speaker, supports the International Space Station (ISS) Program through task agreements with the ISS Program Office at the Johnson Space Center. The Directorate has a vital role in building, operating and utilizing the International Space Station for NASA.

The broad task assigned to the Marshall Center by the ISS program office is that of managing the business of payload and science operations. NASA has the role of leading the International Space Station program, the integration of ISS overall station operations, and the Marshall operations team in the Operations Support Center has been delegated responsibility for payload operations.

At the international level, the team performs the planning and real-time control functions in the Operations Integration Center (POIC). This means planning and conducting the payload operations for International Partners, to insure safety, mission success, and efficient use of the ISS crew resources.

The meeting will be at the Carlson Center at Johnson County Community College, Room 201. Please see the following map for directions to the College. We will be providing the speaker as soon as we receive it. See you May 22nd.



Johnson County Community College

- | | | |
|-------------------------------------|------------------------------------|-------------------------------------|
| (CC) Carlson Center | (SC) Student Center | (CSB) Campus Services Building |
| (OCB) Office and Classroom Building | (GYM) Gymnasium Building | (SCI) Science |
| (GEB) General Education Building | (TCC) Children's Center | (CLB) Classroom Laboratory Building |
| (COM) College Commons Building | (ITC) Industrial Technical Center | (LIB) Library |
| | (ATB) Arts and Technology Building | (WLB) Welding Lab Building |

[Printable Map](#)

REVIEW FOR CFM EXAM IS UNDERWAY!

by I

Tuesday afternoons hold new meaning for 26 members or potential members of the Kar Chapter who are devoting themselves to arduous study in preparation to sit for the CFM (Facility Manager) Exam. These die-hard individuals are meeting for 2-3 hours each week, and are delving into the innermost recesses of the eight core competencies of the Management profession.

IFMA Board Member (of both the local and national boards), Teena Shouse, General Manager of Employee Services for Sprint, is very capably facilitating this study group. In addition, Sprint is providing conference room space for our sessions.



The first week we learned about the exam itself: how it was developed, how it is comprised, how it is administered, how it is scored, and (unfortunately) the pass/fail rate. NOW, we ARE ner

The second week, after being caught in the monsoon that passed through the city about the time we were walking to the building, we devoted our time to exploring Operations & Maintenance (what pros now call it, O&M). We learned why carpets should be laid out for gassing before installation, what the ratio of the maximum demand on an electrical system to the total connected load is known as. And we even did fairly well on breezing through (very rapidly) graphic symbols that appear on blueprints; e.g., plumbing fixtures, HVAC, electrical and heat-power apparatus. It became more than a little concerning about our ability to comprehend when one of our group attempted to enlighten us on the technical operations of a chilling system with a diagram board. Most of us are not engineers, and will study that aspect a little longer!

The third week was much lighter, broaching a subject not so foreign to any of us in the g Communication. We aced **one** competency! Yeah! Only seven more to worry about. And treated to a behind-the-scenes tour of the Sprint Campus facility operations centers. We campus waterfalls, the Imaging Center, Mail Center, Engineering, Security and more. He this city within a city really is!

The study group is proving very beneficial and we have bonded as a single-minded, single body with a common goal to achieve the CFM designation. Now, all we have to do is pa

Those participating in the study group are:

Ivelisse Arias Birch Telecom	Pamela Barton Quintiles
Susan Cain Children's Mercy Hospital	Paul Chaussee Golf Course Superintendent's Assn of America
Tayro Christiano Sprint	Jim Cook In Transition
Orman Enke Fortis Benefits Insurance Co	Linda DeTienne National Catastrophe Restoration, Inc. - NCRI
Charles Fertig Student	Steve Greife Kansas City Public Library
John Harter Sony	Pete Johns Sprint
John Kirgan City of Olathe	Donna Koontz Midwest Research Institute
Jerry Miller UtiliCorp United	Jeff Neely GSA
Gene Ramirez GSA	Dan Richards Kansas Farm Bureau State Headquarters
Kim McDaniel Utilicorp	Robert Rives RLDS World Headquarters
Hank Roberts Sprint	Michael Short City of Lenexa
John Sullivan Faciliteam	Galen Swanigan Hallmark Cards, Inc.
David Vansickle Faciliteam	Karen Vincent First Horizon Home Loan
Sharon Weekes Sprint	

We will have more updates on the group's activities in next month's Facilitator.

For those who did not make it into this group, but are still considering going for their CFM inadvertently let it slip that she might even consider doing another session . . . after Wor

If you have an interest in being part of the next study group, please let me know and I will name to a "Call List." Please contact Linda DeTienne, National Catastrophe Restoration at detienne@ncricat.com or at (913) 663-4111.



Member Profiles

Name: Dick Cooper

Education: BS, Arizona State and MBA, Central Missouri State

Family: Married, 2 teenage children

Facility/Work Place: Advanced Construction Services, Inc., Lenexa, KS

Job Responsibilities: Do it all! Lead and develop staff, market the business, develop relationships, assist clients with workplace strategies, grow the bottom line and HAVE FUN!!!

Current Challenge: Personal - Training for Hospital Hill. Professional - Grow our business by creating exceptional value for our customers.

Proudest Professional Accomplishment: Serving as Chairman of IFMA.

What improvements you'd like to see in the FM profession: Tough question...in my opinion FM'ers are to support the strategies of the enterprise. However, many FM'ers are not connected to the business strategy. How do you fix this? You must know your customer and anticipate their needs; you must speak the CFO's language; finally, you have to keep adding tools to your toolbox and keep your skills current.

I'm currently reading: *New Science of Leadership and Organization*, by Margaret Wheatley.

My favorite hobby is: When I can't run, I ride my Harley, when I can't ride or run, I enjoy a *good* beer!

My hero is: My father. He taught me three things: 1) Give back more than you take, 2) Take nothing for granted, and 3) If you can dream it, you can do it!

I grew up in: Peculiar, MO (for a few years, anyway).

Something that was thrown away I wish I still had: Long story...I started a coin collection in Junior High School. Over several years, I collected every quarter minted in the U.S. from the mid-1800s. While away at college my younger sibling found the collection and spent every quarter for lunch, cokes and junk. I still get "red" when I think about it.

What benefits come from being a CFM?:

1. Confidence in knowing you have the experience and body of knowledge in FM/CRE;
2. Belonging to a select group of practitioners;
3. Employers are recognizing the professional designation to recruit and select candidates;
4. Enhances your career choices;
5. Provides recognition; and
6. Establishes a standard to compare skill sets and experiences and focus on skill development.



Member Profiles

Name: Teena Shouse

Education: BS Business, Ottawa University

Family: Married with one 25-yr. old daughter, Heather

Facility/Work Place: Sprint for 12 years

Job Responsibilities: General Manager of Employee Services (food service, fitness center operations, janitorial services, corporate art collection and retail services)

Current Challenge: Assisting with the completion of our 4.2 million sq. ft. world headquarters campus and managing the day-to-day business for the Sprint associates.

Proudest Accomplishment: A very happy 27-year marriage!

What improvements you'd like to see in the FM profession: More formal education offerings for FM, effective integration of technology into facility management systems, and more respect for the profession and those individuals who have chosen this profession.

I'm currently reading: *Poisonwood Bible* and *Building a Knowledge-Based Culture*

How do you spend your free time: "What free time???" Family, friends, golf, teach for IFMA, and serve as Board Member on the International Board of Directors.

How did you get the moniker "Teena"?: My birth name is Athena. My

grandfather thought it a bit mature for a little baby; he wanted something different (Teena instead of Tina) to create a sense of individualism (well, that worked!). Note: At 50, I will be changing my name back to Athena to mark the 2nd half (the more mature part, ha!) of my life.

In high school I was voted most likely to: Be happy!

A house/home I wish I had never sold: None, never look back!

[Back to Top](#)



We Have a Job For You!

The pay is not great (in fact, there is NO pay), but the rewards are many and the fun is to be had. Volunteers are needed to help out at the annual IFMA Golf Tournament. Opportunities include: regis- btag check, special fun events at various holes on the course, gift bag preparation, etc.

WHAT: Annual IFMA Golf Tournament

WHEN: Thursday, June 7, 2001
Check-in 11:30, Tee time 1 p.m.

WHERE: Painted Hills Golf Course
7101 Parallel
Kansas City, KS

WHY: For the fun!

HOW: To volunteer call Linda DeTienne at NCRI, (913) 663-4111,
or
Email at: detienne@ncricat.com

Volunteers will receive free dinner following the tournament!



[Back to Top](#)

Sign up to participate in the 2001 IFMA Golf Outing

[Show Signup Form](#)

[Back to Top](#)

IFMA'S BENCHMARKS REPORT SHOWS OFFICE SPACE STILL SHRINKING

The amount of space per person in facilities managed by IFMA members has decreased of 13 percent across most industry categories, according to IFMA's latest benchmarking *Operations and Maintenance Benchmarks*.

While the *Benchmarks III* study of 1997 showed a mean of 471 gross square feet per person, the newest report published in April shows a mean of 407. In 1994, the *Benchmarks II* report the mean was 589 square feet, which means space per person has dropped approximately in the last seven years.

The new, more detailed report shows that the janitorial cost per square foot is higher when house staff compared to work performed by a contractor or by a combination of internal staff. The mean cost per square foot for cleaning offices, other work areas, restrooms and support space is \$1.29.

What makes this latest report unique is that it contains detailed information about housekeeping maintenance practices. Details about response time for emergency maintenance requests and production repairs bring some good news. Fourteen percent of respondents say their maintenance departments respond to emergencies in six minutes or less; and 18 percent list a response time of 15 minutes or less for production repairs. The maintenance section lists response time for different types of repairs and how maintenance information is tracked.

The survey to collect data for this report was conducted in 2000 among IFMA's North American professional members and garnered 864 responses.

Forty-nine percent of the respondents indicated they were in a service industry, while 25 percent were from manufacturing and 26 percent were from institutions. Forty-one percent said the primary use of their facilities was for headquarters, while 27 percent reported usage for "other offices," and 32 percent said "multi-use" best described their facilities. Fifty percent reported that the benchmarking report they submitted was for a single building, and 28 percent said the data reflected multiple building locations.

The survey also reflects facility characteristics such as age, ownership, hours of operation, population, number of floors and hours of operation. For instance, 38 percent of respondents reported their facilities are in operation 24 hours, seven days a week. The number of respondents reporting a 24-hour day work schedule was 47 percent, an increase of 3 percent over the 1997 study.

The cost of the report is \$50 for members or \$100 for non-members, plus shipping costs bookstore can be reached at 1-713-623-4362 or at bookstore@ifma.org.

IFMA is the Houston, Texas-based professional association for facility management with 18,000 members worldwide. The organization offers networking opportunities through its chapters and councils structure, provides certification and educational programs, conducts trends and assists facility managers in developing skills and strategies to manage structural and real estate assets of an organization. The combined purchasing power of American members is \$64 billion (U.S.) annually. For more information, visit the Association at www.ifma.org.

Con
Debc

[Katie](#)

[Back to Top](#)

International Facility Management Association's World Workplace 2001 Will be held in Kansas City!
Plan now to be a part of this outstanding conference. September 23-25, 2001 For more information contact Becky Beilharz at (913)362-1040 or Teena Shouse at (913)315-3046.



CFM'S KNOW - DO YOU?

Following is a question which might appear on the CFM (Certified Facility Manager) exam answer it?

Senior management would be most interested in a facility's year-end report which

- A. The density of each business unit.
- B. How many square feet each business unit requires to produce \$1,000,000 in sales.
- C. The cost of space for each business unit.
- D. The number of people moved by each business unit.

Answer to last month's question: D. Information that shows financial responsibility.

Quick Pix

Pictures taken at the April 11 2001 Real Estate Management Expo held at the Hyatt Center. The Expo was sponsored by IFMA, BOMA, IREM and CCIM.



The freshly baked cc



This group lool



How exactly do

Registering for



The refreshments we





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