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2004 IFMA ATLANTA
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Wegman Associates, Inc.

MONTHLY MEETING

Wednesday, August 18, 2004 - Villa Christina

TIME:

11:30 AM networking, 12:00 Noon - 1:30 PM luncheon.

COST:

See www.ifmaatlanta.org for pricing information.

RESERVATIONS:

Please register by 12:30 p.m., Friday, August 13, 2004. You may register by credit card on our secure site at www.ifmaatlanta.org. For information, call the Association Office (404) 766-1632 or Fax (404) 768-7767.

LOCATION:

Villa Christina

Directions: From I-285, take Exit 21, Ashford-Dunwoody Road and go South on Ashford-Dunwoody (inside the perimeter), take the first right onto Lake Hearn, then turn left onto Parkside Place. Take the next right onto Perimeter Summit Blvd. The first driveway on the left goes to Villa Christina. It is a three-story stone villa on the left.

TOPIC & SPEAKER:

Commissioning - 15-Best Practices to Ensure Successful High Performance Projects

Glin Jay, is a Certified Facility Manager, Project Management Professional and Seasoned Engineering Consulting Professional with over 25 years experience in assessing, planning, designing, constructing, commissioning and managing high performance facilities and their infrastructure systems. Glin currently provides leadership for the Dallas office of Sebesta Blomberg & Associates which provide professional services for commissioning, LEED Certification administration, facility services consulting, strategic asset management, project management, building systems analysis, engineering design and energy / utility evaluation and management. In the last five years, Glin has developed and delivered over 120 professional development workshops and 165 keynote addresses supporting the facility management profession.

Every day owners want a high performance solution to the building projects that progress through needs assessment, design, construction, hand-off to user, final fit-up and day-to-day operations, only to end up as an average facility. But is there a process that could be implemented throughout the cycle to help insure that the design intent, construction process, functional systems performance, energy management and life cycle operations and maintenance will deliver and sustain the high performance practices for an efficient and effective building? Implementing the 15-Best Practices of the Commissioning process from day-one of design to end of project first year warranty, coupled with green building sustainable design and potential LEED Certification will help establish a quality facility that is not only energy efficient but can sustain the high performance results owners intended from the beginning. *This event is worth .1 CEU and 1.0 CFM Maintenance Points.*

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CONTACT US!

Newsletter Editor: Fran Rissland

T: 678-947-0579 x15

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If you would like to submit a newsletter article, please contact fran.rissland@artandassociates.com.

Reminder: The deadline for submitting articles is the third Wednesday of each month.

STAY CONNECTED WITH
www.ifmaatlanta.org

Where do you need to go to stay connected for IFMA Atlanta? Thanks to multiple recent upgrades, the new IFMA Atlanta website at www.ifmaatlanta.org is the place. Check out the hotlinks to upcoming and pending events. There is no guesswork once you get there. All of the information you need (locations, times, registration processes) is at your fingertips. Check out the wider screen, and flashing front page sustaining patrons' icons. Even the newsletter you are currently reading is on the site. Put it on your favorites list, tell friends and colleagues, the new IFMA website is the source to "connect" at: www.ifmaatlanta.org.

IFMA ATLANTA
STRATEGIC PLAN 2004

Mission Statement:

To lead, sustain, represent and develop the process of Facility Management and its workplace professionals.

Goals:

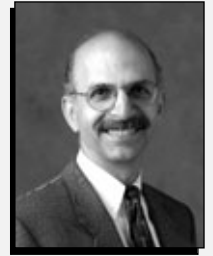
- Communicate facility management trends and best practices through programs and education
- Lead the progress of the profession by supporting the success of membership through the best workplace related education, information and interaction
- Enhance the Atlanta chapter through the process of awareness, recognition, interest and desire leading to the utilization of facility management profession
- Enrich the Atlanta chapter culture through productive growth and involvement of membership

PRESIDENT'S MESSAGE

IFMA Atlanta Chapter VOLUNTEER DAY - September 11, 2004

Community Commitment...what you give, you receive ten-fold!!

The IFMA Atlanta Chapter, through its Community Services Committee, is committed to our community of Greater Atlanta. This committee is currently partners with seven non-profit organizations to offer facility services expertise, project management and fundraising assistance. The Community Services Committee has a TEAM assigned to each non-profit organization. This gives each organization a consistent contact with the committee.



This committee is organizing a Volunteer Day on one of our nation's most sorrowful dates, September 11. This is a time for all of us to decide what is the most important thing we can do to commemorate the great sacrifice of life that occurred on that day. I feel that giving something back to our community is a great way to show our own sacrifice of time and sweat equity as a tribute to this day.

The Community Services Committee has designated two sites for the Volunteer Day for September 11. One is our long-time partner, the YWCA of Greater Atlanta, at the Phyllis Wheatley facility in downtown Atlanta. We have partnered with this organization for over 6 years and have provided many services including training one of their staff members to become a facility manager. Over the term of the partnership, the Atlanta Chapter of IFMA has saved the YWCA over \$750,000 of actual costs related to construction and maintenance through negotiated work and in-kind donations of materials and services. The second site is the North Fulton Child Development Center in Roswell. This is one of the committee's newest partners. We have already started work on many projects at this facility. On one project alone, we have projected savings of \$300,000 over market rate construction costs.

We want you to be a part of the Atlanta Chapter's Community Commitment; even if it is for only about 4 hours on a Saturday morning. Please VOLUNTEER to help these non-profit organizations on September 11. The fun begins at 8:30 am with coffee and donuts provided by Royal Cup Coffee. Coca-Cola Enterprises provides soft drinks and water during the day. Rosing Painting and Wallcovering is providing on-site supervision at the N. Fulton Child Development Center to assist the group. The IFMA Atlanta Chapter will provide lunch at each location.

All you need to provide is your time, sweat, commitment, and a pair of work gloves.

Our Community Services Committee is currently doing a fantastic job and with your help, it can be even better. There are currently about 30 active members on this committee and if you feel that you can contribute your time to help our community become a better place to live and work, then contact Steve Purdon, Committee Chair to join his TEAM.

You will consistently see my reference to the TEAM concept for this year, so get involved with the Atlanta Chapter because Together Everyone Achieves More. In this Community Commitment, we will all achieve more with your help.

All of our committees are doing a great job, and with your assistance that can only get better. Remember....As a TEAM you can do more with less individual effort...more or less!!

Your President,

Mitch Rabil
President - IFMA Atlanta 2004
Turner Properties

AN EVENING OF JAZZ

Please Join IFMA for a Networking & Jazz Happy Hour!

Complimentary Hors D'oeuvres and Cash Bar

Enjoy the Sounds of Melanie Massell

Thursday, August 19, 2004

5:30 p.m. - 8:30 p.m.

JOEL

3290 Northside Parkway

Atlanta, GA 30327

404.233.3500

Register online at
www.ifmaatlanta.org to be
eligible for the door prizes!



COMMUNITY CORNER

VOLUNTEERS WANTED - MARK YOUR CALENDAR

Mark your calendar! Save the Date for Volunteer Day, September 11, 2004, from 8:00 AM to 1:00 PM. We will be hosting volunteers in two locations:

Child Development Association of North Fulton/Human Service Center, Inc., in Roswell, GA

and

YWCA/Phyllis Wheatley in Atlanta, GA

Contact the Volunteer Day Coordinator, Maureen Gundaker at 404-432-1016 or at mgundaker@korosealsoutheast.com for

more information.

If you would like to join the Community Service Committee, they meet the 2nd Friday of every month at Hendrick Inc., from 8:00 AM - 9:00 AM. For more information about the Community Service Committee, please contact:

Steve Purdon - KPS Group
Committee Chair
404-876-6428



IFMA VISITS CDANF

The Child Development Association of North Fulton invited the IFMA Community Services Team Members to their Annual Meeting on June 23, 2004 at their Facility in Roswell. IFMA Team Members John Crewdson, Lynn Moorman, Clara Smith, Rick Yarbrough were present to receive recognition for this past year's contribution to CDANF in conducting a Facility Condition Assessment, converting drawings in CADD, making repair and maintenance work estimates with documentation.

As a token of their appreciation, the children created artwork with the IFMA Team Members Names, which was presented at this meeting. Pictured here are CDANF children singing and a presentation of artwork with Chairman Richard Dreger, IFMA Team Leader Clara Smith, Executive Director Laxmi Parmeswar.



THANK YOU!!!

A big 'thank you' goes out to Carrie Westphal, Property Manager of Resurgens Plaza for CBRE, for her donation of twelve folding tables and fifty stackable chairs for the North Fulton Family Services Center. Additionally, thanks to Corporate Environments for pick-up and delivery of the tables and chairs. Thanks again to everyone for your generosity, it is truly appreciated.

THANKS!!!

Mark your calendar! IFMA ATLANTA'S '04 FALL CLASSIC

Who: IFMA Members, Potential Members, Associates/Col leagues, Spouses, and Guests

When: Thursday, October 7, 2004

Where: Emerald Pointe Golf Club at Lake Lanier Islands

Registration Deadline is October 1, 2004
Register Online at www.ifmaatlanta.org

GET WELL SOON MARTHA!!!

We want to send out a big 'Get Well Soon!!!' to Martha Osborne. Martha is in the hospital in intensive care, but is doing well. Please keep Martha in your thoughts and prayers and wish her a speedy recovery and quick return to health.





MONTHLY LUNCHEON PHOTOS AND PROGRAM SUMMARY

Bob Box from Nokia's Workplace Resources team and John Hughes from Steelcase's Workplace Strategies Consulting group presented an exciting case study of how Nokia developed its global Mobile Workplace initiative. This initiative provides mobile workplace solutions and the opportunity for Nokia employees to work in new ways to enhance their work-life balance. In turn, this way of working enhances Nokia's flexibility and business results. As a leading provider of mobile technology, the Mobile Workplace also provides an opportunity for Nokia to establish working environments showcasing how wireless technology enables mobility and improved productivity in organizations.

Steelcase and Nokia worked together to define and expand upon these objectives, working with Nokia business leaders to show how the workplace strategy aligns with Nokia's business strategy and how they developed a streamlined process for implementing the new solutions. They shared learnings about how the implementation process localizes solutions to meet the needs of different markets and business groups.



NOKIA Making a Case for Workplace Change



MEMBER PROFILES



NAME: Michelle Young
COMPANY: Allied Security
EMAIL: michelle.young@alliedsecurity.com
HOMETOWN: Cincinnati, Ohio
EDUCATIONAL BACKGROUND: University of Dayton, B.S. - Criminal Justice

FAVORITE VACATION DESTINATION: Maui, Hawaii

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? With a background in corporate investigations, management and sales, I wanted a career working with people to help find solutions to their workplace security concerns and to make a difference in their everyday work environments. I am happy to be working with a company that is the quality leader in providing security officer services to businesses nationwide.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: I am proud that my company is a corporate sustaining sponsor of IFMA. I am also proud of being a member of two IFMA organizations, Columbia SC and now Atlanta, GA. On a personal level, I am proud to be a certified scuba diver.



NAME: Doris Beck
COMPANY: Thompson Ventulett Stainback & Assoc.
EMAIL: dbeck@tvsa.com
HOMETOWN: Clay Center, KS
EDUCATIONAL BACKGROUND: High School, some College

FAVORITE VACATION DESTINATION: I haven't traveled much but would love to travel to most any international destination.

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? I decided I wanted to move to Atlanta and while in town interviewing, I also set up an interview with TVS and was offered the position before my return flight to North Carolina.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: The opportunity to work for a well-known, prestigious, award winning Company - TVS.

Let us get to know you! Send your Member Profile and Photo to fran.rissland@artandassociates.com or fax to 678-947-8593.

EDUCATIONAL SEMINAR - MAINTENANCE MANAGEMENT

Date: August 24, 2004
Time: 9:00 AM - 12:30 PM
Location: BellSouth Lenox Building
Cost: \$35.00

Speaker: Gary Merrow, Chief Estimator, Life Cycle Cost Engineer, Project Management - Turner Facilities Management Solutions

Gary Merrow has twenty-one years of progressive experience in the facilities management arena with government, universities, and commercial institutions. Starting as an HVAC mechanic, Gary has progressed through the facilities arena from supervisory roles as Work Management Center supervisor, course developer and trainer, and head of human resource functions; to being overall in charge of maintenance organizations at Georgia State University (Georgia's second largest higher education institution) and Hartsfield Airport (the busiest in the nation). His breadth of experience allows for a unique perspective and range crossing all levels within any organizational assessment (from Facility Condition Assessments (FCA) to benchmarking Maintenance and Operation organizations to providing work management and reorganization efforts). Gary, currently employed by Turner Facilities Management Solutions, provides services to his business as Chief Estimator, Life Cycle Cost Engineer, Project

Management, and new services development. He has performed facility consulting services at numerous universities, for the State of Utah and the City of Chicago, and private hospitals. These services include, FCA, Infrastructure, and specialized FEMA Disaster Resistance University program studies for these clients. Gary also performed work on Maintenance Management Benchmarking and Preventive Maintenance studies, and he supports clients by training at workshops around the nation. Gary is a certified Franklin Covey facilitator in six courses and has delivered classes to state, federal, military, and civilian clients.

Program:

1st half: "The Proof is in the Pudding....What your CMMS should be telling you."

Most maintenance organizations have invested tens of thousands, or in some cases much much more, in their computerized maintenance management systems (CMMS). However, these systems are rarely utilized for what they are best at: to validate and justify maintenance staffing and resource needs. This presentation covers the basic metrics to extract from your CMMS that will help any maintenance staff to validate their actual needs, and to help plan measurements to achieve strategic goals.

2nd half: "Pay me now, or pay me later? Justifying a PM Program in Uncertain Economic Times."

It is estimated that industry in the United States spends over \$300 billion on plant maintenance and operations each year. With an estimated 80% of these dollars spent to correct chronic failures, why don't we stop the madness? Experts believe that 40%-60% of these funds could be saved with an effective preventive maintenance program incorporated into any existing maintenance management program, but how do you justify the expenses to start or fund an effective program? Gary Merrow will discuss the burning "Why?" of accomplishing a preventive maintenance program, how to quantify the value of a PPM program, define what to measure, and the process. The upshot of this presentation is the ability to sell your PM monetary efforts to financial managers, allowing your M&O budget to thrive during economic uncertainty.

The program has been assigned .3 CEUs and 3 CFM Maintenance Points.



WELCOME NEW MEMBERS

James Anglin – Trammell Crow Company
 Donald Astin – InstallNet Atlanta, Inc.
 Stephen Binion – Sprint
 Kenneth Bohan – Trammell Crow Company
 Julius Bolton – Georgia Southern Electrical
 William Boykin
 Robert Cameron – Multi Media Service
 Keith Carter - Gila Distributing, Inc.
 Frank Cirillo, CPP – Mirant Corporation
 Bob Clarke - OneSource
 Zina Cohen, ASID, IIDS – Zina Elements of Design, LTD.
 Ms. Judy Collins – The Adams Companies
 Mark Collins, CMSRE, MBA – Art Plumbing Company
 David Disharoon – Campus Operations Manager
 Wayne Gravatt – Honeywell International
 William Haber – Student
 Carolyn Harris – Nextel Communications
 James Hill, CASD – Epic Response



Theria Jones – YWCA of Atlanta
 Jun Ha Kim – Student
 Sharon Knox-Tucker – InraSpec Solutions
 Robert Lindamood – RL Roof Maintenance
 Lynette Lippert – Turner Properties Inc.
 Pamela Locke – OneSource
 Cynthia Lyons-Brush – Atlanta Peach Movers
 Howard Newmark – Best Software
 Barbara O'Neill
 Dale S. Phillips – Easy Ride Golf Cars
 Albert Reeves – Georgia Power Company
 John Robinson – CBRE
 Jeffrey Sattler – Network Office Clearinghouse, Inc.
 Amelia Schaffner – EDL & Associates
 Ronald Sharer – Ciba Vision Corporation
 Thomas Spearman – BCGroup, LLC
 Jay Wallace – Nextel Communications
 Vikki Waters – Honour Project Management
 Eliot Wilson – Wegman Associates



WHO'S PAYING ATTENTION TO PAPER

How HIPAA Impacts Facility Managers

What is HIPAA and why should Facility Managers care? In April 2003, Federal Legislators passed the Health Insurance Portability and Accountability Act (HIPAA), which mandates that companies protect all patient data from unauthorized access—be it oral, electronic or paper form—if it can identify an individual.

Companies have spent hundreds of thousands, even millions, protecting their electronic data, but are not fully aware that the law also applies to paper, which is probably more vulnerable than electronic records. But how exactly do you protect a piece of paper? It can't be password protected or encrypted, and unauthorized access can be difficult to detect or trace. The customers you serve are required to meet federal requirements of which they may not be fully aware or are not sure how to solve, and they may depend on facilities to provide adequate solutions.

Why Should Facility Managers Care?

In its simplest definition, HIPAA requires any company that handles individual patient data to protect that data from unauthorized access. HIPAA impacts any company that handles or processes protected health information. This could mean virtually all the companies that Facility Managers serve: hospitals, clinics, and insurance offices are obvious contenders, but transcription services, billing companies, law firms and human resource departments are just a few of the less-obvious organizations that must also comply with these regulations.

When American Service Insurance (ASI), an automobile insurance company, was moving its 150-person office, it took no chances—even though its records were displaced for less than 24 hours. Aware of the specifications of HIPAA, the company took every precaution to ensure that its paper records were protected during the move, by using lockable containers and carts when transporting its files. "It was very important to us to protect the privacy of our records, and therefore our customers. We took the necessary precautions to quickly and easily move our files to our new facility without risking exposure of protected information," said Kevin Schulte, a Vice President at ASI. The Office of Civil Rights (OCR) has received nearly 650 violation complaints in the first few months alone since HIPAA's official inception. And penalties for non-compliance are steep: disclosures can carry a fine of \$50,000 and up to one year imprisonment for blatant and/or deliberate violations. An organization's paper documents are particularly vulnerable during hectic times such as an office move, expansion or renovation. If put to the test by the OCR, companies will have to demonstrate that they took the best possible precautions to secure patient information. Facility Managers should think about how the companies they serve would fair if audited for compliance. Are you providing the tools and resources your facility needs to meet and comply with legislative mandates?

Three Stages of a Paper's Life

When considering how to adequately protect paper records, Facility Managers should understand the full lifecycle of a record, from inception to active status to disposal:

- Records in storage. Paper records must be isolated and secured in locked rooms, cabinets or containers where unauthorized parties cannot access them.
- Records in transit. Files must be kept from plain site and casual

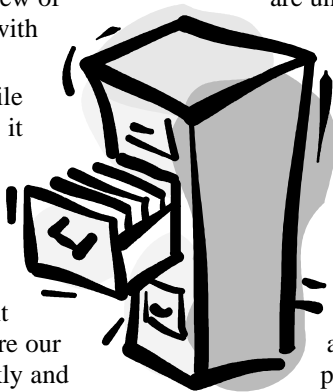
access at all times—whether moving from one floor of the building to the next, or to another facility altogether—to prevent access by those that do not need it.

- Record disposal. All retired records should be destroyed prior to discarding to prevent inadvertent disclosures of protected health information. This can include a wide array of documents beyond the traditional patient chart, such as cancelled checks, hand-written memos, contracts, letters, bills, phone logs, purchase orders and visitor logs in original, faxed or photocopied format. For example, an employee might go to the utmost lengths to protect a law case record/file, and then make a photocopy of a form within it, and casually throw it in the waste bin after faxing it to an authorized party, leaving that photocopy easily accessible to any passerby.

Best Practices for HIPAA Compliance

So now that you know about HIPAA, what can you do to adequately secure your facility's paper records, whether in transit, in storage or retired? Facility Managers should immediately establish and implement formal policies that proactively protect their facilities:

- 1) Document and communicate policies and procedures that all personnel must follow when it comes to maintaining the security of physical record rooms, file cabinets and individual files and papers. Customers cannot follow procedures that they don't know about or are unsure how to go about using.



- 2) Provide user-friendly solutions that are easy to access and easy to use. Steer clear of complicated or time consuming processes such as products that require assembly, or solutions that prevent authorized parties from accessing records—since it may cause them to side-step the policies and practices you put in place. For example, if your facility is a large hospital where files are moved frequently from wing to wing—they still must be secured. But if the solution you provide requires nurses to physically assemble and tape up boxes each time, chances are the practice will not be followed—exposing your facility to potential and blatant violation.

- 3) Provide physical security measures that disallow casual access by unauthorized parties. Isolate and lock file cabinets and record rooms, and make ready-to-use, lockable file containers available that can easily secure mobile records.

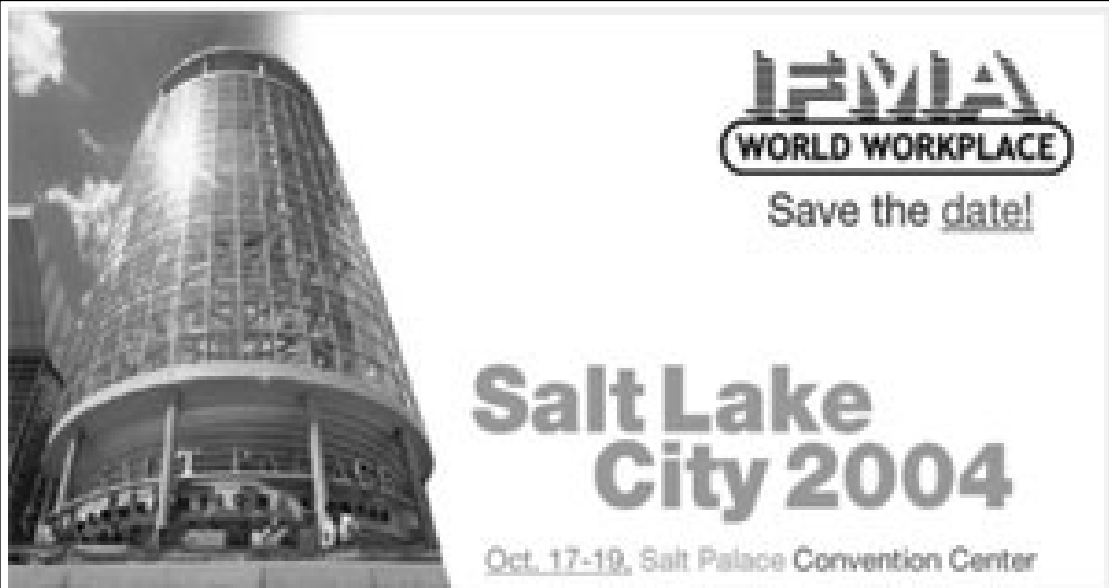
- 4) Require proper disposal of retired records. Active files aren't the only records at risk. To prevent retired records from ever falling into the wrong hands, you'll need a solution for the destruction of disposed records. Place locked shredding bins throughout your facility to encourage employees to properly dispose of records they no longer need. Make sure you use a trusted shredding company that certifies the destruction of your records.

- 5) Maintain the highest standards possible at all times. Although files may be more vulnerable during hectic times such as an office move, or during slower times like the holidays—relaxed policies and oversights are perfect opportunities for thieves and accidents.

When it comes to serving your customers and protecting your facility's paper records, the ultimate goal is to ensure that every reasonable precaution is taken to protect any and all individual healthcare records maintained by your facility. If the customers you serve can demonstrate that reasonable precautions were applied at all times, then you have served them well.



CFM News and Events



This year's conference coordinators for World Workplace Salt Lake City will be Lynn Moorman and Fran Rissland of A-R-T & Associates. If you are planning on attending this year's convention please contact Lynn or Fran at the following email addresses fran.rissland@artandassociates.com or lynn.moorman@artandassociates.com. They will need to know what day you are arriving – where you are staying – and if you are attending the banquet on Tuesday night. More information to follow on the website and next month's newsletter so stay tuned!

Offering new, quality programming each year, the 2004 conference and expo will include educational sessions on Managing Facilities, Advancing the Business and Leading the Organization. Please join us again this October 17-19 in Salt Lake City, Utah. Information is available now at www.world-workplace.org/northamerica/2004.

IFMA CAREER SERVICES SEMINAR

The Art of Interviewing

Just a reminder that Thursday August 12th from 11:30-1:30 the IFMA Career Services Committee will sponsor the second of two training seminars conducted by Kathy Roper from Georgia Tech. This session will concentrate on the "Art of Interviewing" so mark your calendars and plan to be educated! The location is still to be determined...more information to follow in the next few days.

CFM ARTICLES FOR POINTS

Attention all CFMs! You can receive CFM Maintenance Points for writing educational articles in Industry Related Publications including our Chapter Newsletter.

Please submit any articles of educational value that you are willing to share with your fellow Chapter Members to Fran Rissland at fran.rissland@artandassociates.com. Your participation is encouraged!

MONTHLY CFM EXAM QUESTIONS

1. In what way can you best communicate the magnitude of change order costs to decision makers?

- Insist representatives of executive management attend all meetings.
- Have end user representation at each meeting and ask them to initial documents and minutes.
- Maintain a cuts and adds list of credits and overruns for executive review.
- Send minutes of meetings to executives for their review and sign-off.

2. A comprehensive preventative maintenance program is vitally important because:

- It forestalls unexpected equipment breakdowns.
- It provides an early warning of impending equipment problems.
- It provides a flexible work backlog to keep employees busy during slack times.
- It impresses management with your planning capabilities.

3. You have to plan space for an occupant who refuses to provide you details of his/her requirements. How would you obtain the information you need from him/her?

- Pursue the problem to the highest level needed to resolve the issue.
- Hire a consultant to gather the information from the occupant.
- Send a detailed note outlining specific needs and ask for a response.
- Plan the space based on your experience and ask for a review before work begins.

4. Why should carpet be laid out before delivery to the installation site?

- To inspect for defects
- To pre-cut for room size
- To allow time for out gassing
- To make sure there is enough for the job

ASK ME ABOUT CFM

As a benefit to the Atlanta Chapter Membership, the Professional Development Committee plans to have members with CFM designation wear ribbons at each monthly meeting. Professionals and Associates are encouraged to discuss the benefits of getting CFM certification and information on taking the exam during the networking session before the meeting. Learn what certification is all about with other members who have become Certified Facility Managers. Ask questions, get the details, maybe hook up with a study partner. Cost? Experience required? Qualifications? Information on the test? Bring your own questions. Look for the CFM ribbon attached to member name tags.



PROGRAM CALENDAR

AUGUST 18

MONTHLY LUNCHEON

SPEAKER
Glin Jay

TOPIC
Commissioning

LOCATION
Villa Christina

AUGUST 24

EDUCATIONAL SEMINAR - MAINTENANCE MANAGEMENT

SPEAKER
Gary Merrow

TOPICS
Part One: "The Proof is in the Pudding...What your CMMS should be telling you."
Part Two: "Pay me now, or pay me later? Justifying a PM Program in Uncertain Economic Times."

LOCATION
BellSouth Midtown Two Facility

SEPTEMBER 11

VOLUNTEER DAY

SEPTEMBER 15

MONTHLY LUNCHEON

SPEAKER
Brian Leary

TOPIC
Atlantic Steel Project

LOCATION
Loudermilk Center

OCTOBER 7

FALL CLASSIC - EMERALD POINTE GOLF CLUB AT LAKE LANIER ISLANDS

OCTOBER 16 - 20

WORLD WORKPLACE - SALT LAKE CITY

Facility Funnies

OK, maybe it's not a good Mission Statement, but at least it's Honest.



Monte Townsend

International Facility Management Association

Atlanta Chapter
1185 Willingham Drive
Atlanta, GA 30344

FIRST-CLASS MAIL
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DIRECTORY UPDATE

Note corrections to mailing label at right and fax to 713-623-6124. Include phone/fax numbers.