

IFMA ATLANTA 2004
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2004 IFMA ATLANTA
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Southern Business Systems
Steelcase
TVS Interiors
Wegman Associates, Inc.

MONTHLY MEETING

Wednesday, February 18, 2004 - Maggiano's

TIME:

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

COST:

See www.ifmaatlanta.org for pricing information.

RESERVATIONS:

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

LOCATION:

Maggiano's

Directions: From NORTH: Take 400 south to Exit #2 (Lenox Road). Turn left and go to Peachtree Road. Turn Right on Peachtree and Maggiano's is just past Dante's on the right side of the street.

From SOUTH: Take 400 north. Get off at Exit #2 (Lenox Road). Turn right and go to Peachtree Road. Turn right on Peachtree and Maggiano's is just past Dante's on the right.

You may also take MARTA to the Buckhead Station.

TOPIC

Performance Based Contracting

How to Achieve Higher Quality by Reducing Minimum Standards

SPEAKER:

Dr. Dean Kashawagi's case studies include facility owners both in the (local, state and federal) government and private sectors. Dean is the author and creator of Information Measurement Theory (IMT). IMT defines what information is and how to use it. The Performance Information Procurement System (PIPS) was created to develop processes to select, deliver, and manage best-value contractors and systems. It has also been used to procure over \$213M of construction in 381 tests. The IMT/PIPS objectives are minimize decision-making, minimize work, and minimize risk.

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CONTACT US!

Newsletter Editor: Fran Rissland

T: 678-947-0579 x15

F: 678-947-8593

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.

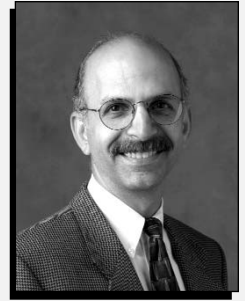
Goals:

- 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

P R E S I D E N T ' S M E S S A G E

I recently attended the Georgia Chamber of Commerce "Eggs and Issues" Breakfast where Governor Purdue and Lt. Governor Taylor spoke about their agenda for 2004. Governor Purdue stated that he had three priorities for the year:

- Children - 65 new DEFACS caseworkers on the "front line" of the agency.
- Education - teacher pay raises, smaller classrooms, classroom discipline measures.
- Jobs for Georgians - provide for a solid/competitive arena for growth in Georgia.



Lt. Governor Taylor had one specific agenda item and that was the preservation of the HOPE Scholarship. He was calling on the State Board of Regents to freeze tuition increases over the next three years at state universities. These universities have had an average 15% increase in tuition over the last 10 years. This freeze would give HOPE a chance to catch up. Either that or we need to buy more lottery tickets.

If you follow politics, you know that a lot of what is said is not implemented. Thank goodness the IFMA Atlanta Chapter is not political. What we say we are going to do, you can count on your TEAM to "just do it".

Our own agenda follows the same priorities as our state governmental officials. Our priorities are children, education, and jobs. Our Community Service Committee reaches out to 7 non-profit agencies that support families and children in need. This is a definite investment in the future of Georgia. By helping these children now, they can grow to help the economy and future of Georgia later. Through our Professional Development and Programs committee, we are creating educational opportunities for our members to assist them with their professional growth. Our networking continues to improve our marketability to professionals and our access to quality associates. The Career Services committee is always diligent in matching those that are seeking new opportunities or direction to their careers. We provide our own scholarships for Facility Management with our Georgia Tech association. In effect, we not only say we will do these things, but seem to excel at these tasks with the TEAMS in place.

Our Public Relations Committee has initiated a plan to inform our members about our committees. There will be two committees highlighted at each luncheon program. The tables will be in the dining area so please stop by before or after the programs to see the great things these committee volunteers have accomplished and what their plans are for 2004. If you know what a committee's role and responsibilities entail, then you will understand where you can help in an advisory or participation level. If you do not know what we are up to, then you will not know what value you can add to a committee. I feel that this is a great opportunity for our members to become more engaged with a very active IFMA Chapter.

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.

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

IFMA 2004 directories will be available soon!

**Plan to pick yours up at the luncheons
starting in February.**



PAST PRESIDENT'S CORNER



**Kathy O. Roper, CFM, CFMJ, MCR
IFMA Atlanta Chapter President - 1997**

The year was 1997. The Atlanta Olympics were still a hot discussion topic for many of our members since the 1996 Summer Games had impacted all of us, either through security issues, alternative transportation plans or new implementations of teleworking for our employees. The very large shoes of past president Harry Ludwig were waiting to be filled. This was the setting for my installation as President of IFMA Atlanta in 1997.

It was a great, enlightening and rewarding year for me. First, I learned that the volunteers of IFMA Atlanta are a dedicated, energetic bunch. Everyone was very committed to the efforts and productivity of their committees, and new ideas and initiative abounded.

This was the year that the broader definition of Professional member went into effect. Our chapter converted many Allied members who worked at least 75% of their time in facility management functions to Professional members. This, in turn, gave many Wait List Associates the opportunity to become full members of the chapter as the 75/25 ratio was still in effect in 1997.

In July, we launched our first chapter web site with then Vice-President Sheryl Yetsko leading that monumental effort. Believe it or not, many members did not have e-mail or Internet service at that point, so this was a "really out there" concept for it's time!

Our Chapter's 15th Anniversary was celebrated in 1997 with an astounding "Wizard of Oz" theme. Martha Osborne assembled a huge amount of photos, documents and other chapter memorabilia to help us celebrate this occasion with style and we each received our own individual Lions to remind us of the event.

The new World Workplace pin for our chapter to trade in Dallas, Texas was the still-worn chapter logo pin, with the red sky behind the Atlanta skyline. The chapter has reordered these pins in order to provide them to new members as a token of chapter membership. WWP pin trading was at a peak during that time, and several Atlanta chapter attendees showed off pins from their Olympic trading, as well as their IFMA trading.

Highlights of some chapter meetings included presentations from Charlie Eitel, President and CEO of Innerface, Inc.; Ed Baker, Publisher of the Atlanta Business Chronicle (and other city Chronicles); a tour of the newly renovated Georgia Capital building and a tour of the new GCATT facility at Georgia Tech. We also held our first Braves outing as the August meeting (very informal!).

1997 was a great year for IFMA Atlanta and a wonderful year for me to meet new members, learn much, much more about the organization and experience the true camaraderie of our chapter members. It was a great experience and I am truly thankful for the opportunity.

JANUARY LUNCHEON PHOTOS



January speaker, Barbara Pagano and IFMA Atlanta 2004 President Mitch Rabil



Meaghan Baker has her book signed by Barbara Pagano



GEORGIA TECH CORNER



Do you have data that has been collecting in your database or files quarter after quarter and you don't have the staff or the inspiration to analyze these columns after columns of information? Georgia Tech's Integrated Facility & Property Management students and professors would like to help! We need all kinds of data for analysis and research. The FM field is extremely lacking in analytical research, and we need to bring more of this information out of the file cabinet and into the industry for review and analysis. You might even get some great ideas or solutions through the process. Let us know if you have this information by contacting Professor Kathy Roper at kathy.ropер@arch.gatech.edu or 404-385-4139.

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We are now accepting applications for the Graduate Study in the following two areas at Georgia Institute of Technology in Atlanta:

Graduate Study #1: Facility and Property Management

Graduate Study #2: Integrated Project Delivery Systems (Design-Build, Construction Management)

Please disseminate this information to those students or professionals who would like to continue their graduate study at Georgia Tech.

ATTENTION IFMA ASSOCIATE MEMBERS

IFMA Atlanta board meetings are held the Monday evening before the Wednesday luncheon. There are approximately 20-25 attendees. This is a great marketing opportunity to present your company as well as its products and services to the board for the first 15 minutes of the meeting. If you are interested in hosting a monthly IFMA Board Meeting please contact Stewart Smith for more information at 404-815-6445 or stsmith@kilpatrickstockton.com.



NIGHT OUT AT THE FOX THEATRE

THE IFMA ATLANTA SPECIAL EVENTS COMMITTEE PRESENTS...

NIGHT OUT AT THE FOX THEATRE

There will be a private behind the scenes tour of the Fox Theatre along with cocktails and hors d'oeuvres at the new Landmarks Lounge inside the Fox Theatre.

WHEN: March 25, 2004, 5:00-7:30 pm

COST: \$35 per person (includes networking, tour, and hors d'oeuvres, does not include drinks or parking)

HOW: Register online at www.ifmaatlanta.org
(Registration limited to the first 50 people)

Landmarks Lounge

Surrounded by opulence, this hospitality suite will provide guests with the ultimate 1929 movie-palace experience. Red velvet banquettes, Moroccan tiled floors and walls, gold leaf and mosaics, all envelop your guests the moment they enter. Combined with the Fox Theatre's renowned customer service, Landmarks Lounge will be the perfect destination for that very special event.



MORE COLD WEATHER ON ITS WAY

How does the cold weather effect condensation, moisture, and future mold problems? We all know every time the temperature changes plus or minus 7 degrees condensation starts to form. How does this effect structures and contents? Watching the water pool at the bottom of an iced water glass on a table in the summer, is a perfect example of what is happening. The glass is "sweating". Relative to the conductivity of the materials involved, will determine how much water flows. For example insulated roofs, will not sweat as much as plain steel roofs, because of the conductivity of the plain metal versus insulated roof. The movement of expansion from heat, and contracting from the cold air temperatures could cause joints to crack open and allow problems in. So with temperatures moving up and down each day, and insulated or non insulated areas being effected by condensation, we could find problems that do not show up until the spring rains come. If the joints are cracked open, and not properly repaired and maintained, the rain water will find the way into the structure, and maybe not in large quantities, but it will build up over time, and slowly cause problems to the structure and the contents that are nearby.

Who is responsible for keeping moisture outside the building? All of us, are responsible for the environment in or around our work stations. Those responsible to fix the problems are already on the lookout for potential problems in the regularly scheduled work. Step forward, and tell those who need to know, if something seems not correct, feels damp, smells funny, causes some type of abnormal health situations can really be the effects of the very cold weather we do not think about. Our main concern is to keep warm, and active. There are times when the weather changes seem insignificant, and yet they could lead to more delayed problems down the road. Keep alert, and realize that the weather could effect problems we find months down the road. If the problems do get out of hand, a Restoration Company maybe need to over come the damage and return it to normal.

Larry Fried

SERVPRO of Chamblee-Dunwoody

MEMBER PROFILES



NAME: Mark Hawkinson
COMPANY: ABM
EMAIL: mhawkinson@abm.com
HOMETOWN: Chicago
EDUCATIONAL BACKGROUND:
BA - International Business, North Central College

FAVORITE VACATION DESTINATION: Costa Rica

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? I interviewed with ABM in Chicago and was offered a job in Atlanta, and since I have a "sales" mentality it was a natural fit.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: Becoming an NCAA All-American in Track and Field and winning a national championship.



NAME: Clara M. Smith, CFM
COMPANY: CMS Enterprises
EMAIL: clara.smith@mindspring.com
HOMETOWN: Iowa
EDUCATIONAL BACKGROUND:
BS - Interior Design, Iowa State University

FAVORITE VACATION DESTINATION: Switzerland

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? A client suggested that more emphasis should be spent on the sustainability of facilities rather than on the design.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: Through restructuring the finances of a national professional association and an early childhood education center, turned them from the brink of bankruptcy to profitable organizations, each in two years time span.

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

IFMA TOUR

The Center for the Visually Impaired

- Date:** February 26th, 2004
- Time:** 9 a.m. - 10:30 a.m.
Please arrive by 8:45 for coffee and bagels. Tour starts promptly at 9 a.m.
- Location:** Midtown
739 West Peachtree St. (corner of Fourth Street and W. Peachtree)
Meet in the first floor waiting area behind the reception desk.
- Parking:** Park in Bell South's Public Parking Deck. It is the first driveway past Fourth Street on the Right. Bell South Parking fees apply.
- Cost:** \$10.00
- RSVP:** Online at www.ifmaatlanta.org
- What:** An adaptive reuse project in a 1946 pre-cast concrete building that fuses color, texture, and lighting to aid in training the visually impaired. The building was stripped down to the concrete structure and boasts many efficiencies of a new building while at the same time dealing with some of the structural issues of an older building.
- Directions:** From the North of town take 75/85 South to the North Avenue Exit. Take a left at the end of the ramp onto North Ave. Take a left at the second light on West Peachtree. The Center for the Visually Impaired is three blocks ahead on the right at the Fourth Street intersection.

NEW MEMBER ORIENTATION

Our next new members orientation is scheduled for Wednesday, February 4, 2004, at the Steelcase showroom, from 11:30-1:00pm, with a complimentary lunch provided for the guests. The orientation is a great opportunity for new members to meet the Executive Committee, the Committee Chairs, learn more about the opportunities that IFMA Atlanta offers, and gain knowledge on all the different facets of the organization. For more information call Andrea Bruschi at 770-360-0256.



INTERIORS '04

The ASID Conference on Design

ASID | American Society of Interior Designers

The Design Challenge

Today, more than ever, interiors professionals need to stay current on issues and developments that impact the profession of interior design. Constant change in client needs and product innovations make continuous learning a must!

Interiors '04 is your opportunity to get the education and information you need to grow your business and stay competitive.

The Event

Expanding on the success of the ASID SuperCampus, Interiors '04 covers vital topics shaping the design industry, as well as networking opportunities with experts and peers.

The Venue

Interiors '04 will take place at the Savannah International Trade and Convention Center
One International Drive
Savannah, GA 31421

For more information, please visit www.asid.org, or contact Jennifer Cotter-Wilcox at jwilcox@asid.org

Mark your calendars!
IFMA-IIDA Showcased,
Wednesday, April 21, 2004,
5:30 PM - 9:30 PM.
Contact Chet Bounds at
chet.bounds@milliken.com
for more information.





BENCHMARKING OCCUPANT COMFORT

Indoor Environmental Quality Considers a Broader Range of Criteria

by Travis West

Benchmarking of commercial office properties is being used by facility managers more and more frequently in today's market. Facility managers are responsible for reducing operating costs while maintaining high levels of customer satisfaction. Benchmarking is already being used to determine comparative salaries, the scope of job responsibilities, and even the level of service provided by outsourced contractors. Now, the University of California at Berkeley, Center for the Built Environment (CBE), is offering an opportunity to benchmark indoor environmental quality.

TECHNICAL APPROACH

Indoor environmental quality (IEQ) goes beyond the standard issues that indoor air quality considers. IEQ includes thermal comfort, ventilation and indoor air quality, lighting quality, acoustics, interior spatial layout and furnishings, and cleanliness and maintenance. Indices and survey scales have been defined for each factor in order to quantify their effects on building occupants. Both physical and subjective data can be used to compare a building's IEQ performance against its design intent, or against the norms for a larger population of data (benchmarking IEQ). In response to queries from many types of property professionals, the CBE has developed cost-effective tools for quantifying and benchmarking both objective measurements of indoor environmental quality and how a building's occupants perceive that quality. This is done using a new online survey brochure and reporting tool.

DESCRIPTION

Research at Lawrence Berkeley National Laboratory suggests that improved indoor environments could produce annual productivity gains of as much as \$168 billion in the U.S. Despite this huge potential, measuring IEQ and occupant satisfaction is still difficult and intrusive, creating a problem for building operators wishing to obtain data to justify building improvements. CBE is developing tools that enable building management to identify areas of poor IEQ performance and to prioritize areas for investment. The tools combine a web-based occupant satisfaction survey with a branching structure that assists with diagnosing causes of problems, reports that compare (benchmark) a given building's performance against a database of similar buildings, and low-cost, portable measurement equipment that can provide physical evidence of the building's environmental quality.

It encompasses a wider range of environmental attributes than are found in current benchmarking practice. The database is designed to be easily augmented with new data. It allows comparisons to be made across the entire database, or for selected subsets based on factors such as building design, occupancy, geographic region, climate type, or season. Individual member companies can take it as a starting point and add data to it in the course of using the IEQ system in their operations. The database is compatible with the survey tools and physical measurement devices being developed at the Building Science Laboratory. An automated reporting format has been developed for quick and understandable communication to management. The format has already been used in a major building evaluation with a positive response from the building's facilities managers.

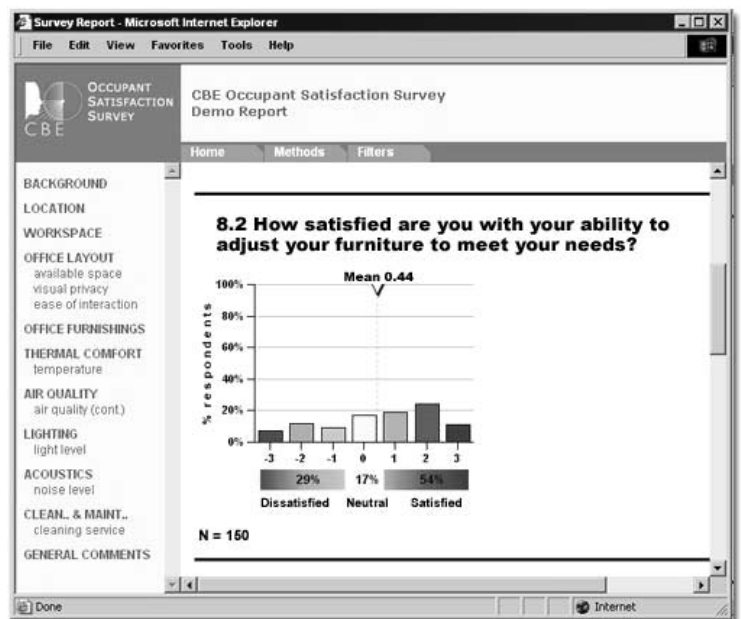
SUMMARY

Occasionally facility managers are called on to interpret the concerns raised by a building's occupants. Are their complaints about thermal comfort really about being too hot or too cold? Do they feel better when they go home because of indoor air quality, or is it because their furniture isn't adaptive? Or perhaps, an entire department's productivity is really based on a series of factors that can't always be anticipated by company managers. Whatever the reason, benchmarking indoor environmental quality appears to offer valuable insight into important occupant comfort issues. And that alone will help facility and building managers provide a better service for their customers.

To view more information on this process, or to contact someone at the Center for the Built Environment, visit their web site at: www.cbe.berkeley.edu/.

Travis West is the President of Building Air Quality, a Texas-based consulting firm. He can be reached at twest@baq1.com.

CBE's Occupant IEQ Survey provides a cost-effective method of rating building performance for a range of comfort and environmental criteria.





CFM News and Events

WRITING ADVANTAGE SEMINAR

Put the Power of Writing to Work

Business professionals spend an average of two to three hours preparing communication materials each day, yet most struggle to express themselves in writing.

Communication Is Key for Your Success

You can't connect with clients and coworkers unless you can effectively communicate with them through writing. Each document viewed (e-mail, official correspondence, etc...) has to either grab the reader within a few seconds or you lose their attention. This one and a half to two hour introduction to the Writing Advantage seminar teaches you the latest, most successful writing methods in the business world.

Write with Impact

This innovative approach will present to you an introduction to proven tools and methods to write with power and impact so you get your point across every time. You'll learn how to:

- Create a quality document quickly and easily by using writing standards
- Use a process that breaks the often overwhelming writing assignment into manageable pieces
- Motivate your readers to action.

Boost Productivity

At this Introductory Writing Advantage seminar, you'll learn how to avoid writer's block and reduce your writing anxiety. By breaking tasks into manageable pieces-planning, designing, drafting, and revising-you'll master the secrets of effective communication.

Increase Your Credibility

Increase your credibility with quality writing that reflects your best ideas and abilities. Learning how to make your letters, memos, reports, and other documents logical, concise, and powerful will get your message across and encourage action. So come join us for two short hours for the most fun you have ever had writing!



Who: Gary Merrow

Where: Corporate Environments
1636 Northeast Expressway, Atlanta 30329
404-679-8999

When: February 12, 2004
10:00 AM - 1:00 PM

Lunch will be provided. Visit our website at www.ifmaatlanta.org for more information.

The IFMA Atlanta Professional Development Committee is pleased to announce that in addition to earning 3 CFM maintenance points for attending this program, the chapter now has authority to also award 0.3 CEU point. The continuing education unit is a standard of measure for continuing education or training. The criterion was developed by the International Association for Continuing Education and Training (IACET). This means that if you attend this seminar and you hold industry designations other than the CFM, (CPM, FMA, RPA, MCR, etc.) you should be able to apply the 0.3 CEU to maintaining those designations.

MONTHLY CFM EXAM QUESTIONS

1. What is the major goal of a preventive maintenance program?
 - a. Extend the life of the facility's fixed assets.
 - b. Reduce the overall cost of the maintenance program.
 - c. Provide assurance equipment is available when needed
 - d. Reduce the number of times equipment is down unexpectedly.
2. What is the best reason to implement office standardization?
 - a. Employee satisfaction levels will increase.
 - b. Modular furniture has been improved.
 - c. Corporate culture has changed.
 - d. Optimum space utilization will be achieved.
3. What is the greatest driver in prioritizing your Operations & Maintenance budget and schedule?
 - a. Increase in deferred maintenance costs.
 - b. Maintenance inspection report.
 - c. Potential health and safety hazards.
 - d. Corporate business plans.

Answers: 1-D, 2-C, 3-C

Online CFM Self-Assessment Test is now available!

A great way to see how ready you are to take the CFM Exam! Log on to IFMA Web site at www.ifma.org and the CFM Practice Exam under Certification and take the test! Don't let the convenience of your location or of the computer!

The exam consists of 48 questions drawn from the eight core competencies. After completing the test, users receive the results by competency along with an explanation of the results.

Cost: \$65 for IFMA members, \$75 for non-members

UPCOMING EVENTS AND SEMINARS

RE-IMAGINE Facility Management

For more information visit www.fmdceducation.com
Toll-Free: 1-888-322-FMDC (3632)
Fax: 1-866-522-FMDC (3632)

Summit on Sustainability 2004
Building a Better Georgia
February 5, 2004
6 - 8 PM

The Georgia Tech Hotel and Conference Center
at Technology Square
Register online at www.aiaga.org

IFMA Management Summit

March 18-20, 2004
Astor Crowne Plaza Hotel
New Orleans, LA
Visit www.ifma.org/management_summit for more information.

The Annual Emergency Management Seminar

February 19, 2004
8 AM - 6:30 PM
Cost: \$99.00
The Waverly at
The Galleria
For more information call
770-730-2300



CFM REVIEW COURSE

The Professional Development Committee is hoping to host a CFM Review Course on the 1st and 2nd of April depending on the results of the recent survey circulated. The location and final details will be determined and announced in the March newsletter as well as via electronic communications. If you are interested, please contact Clara Smith at clara.smith@mindspring.com.



PROGRAM CALENDAR

FEBRUARY 4

NEW/PROSPECTIVE MEMBER ORIENTATION

FEBRUARY 18

SPEAKER

Dean Kashiwagi

TOPIC

Performance Based Contracting

LOCATION

Maggiano's

FEBRUARY 26

IFMA TOUR - THE CENTER FOR THE VISUALLY IMPAIRED

MARCH 10

PROFESSIONAL DEVELOPMENT SEMINAR - EDUCATION

MARCH 17

SPEAKER

Kevin Rosen

TOPIC

Wireless Technology

LOCATION

Maggiano's

MARCH 18 - 20

IFMA MANAGEMENT SUMMIT - NEW ORLEANS

APRIL 1 - 2

CFM REVIEW CLASS

APRIL 21

IFMA SHOWCASED

APRIL 22

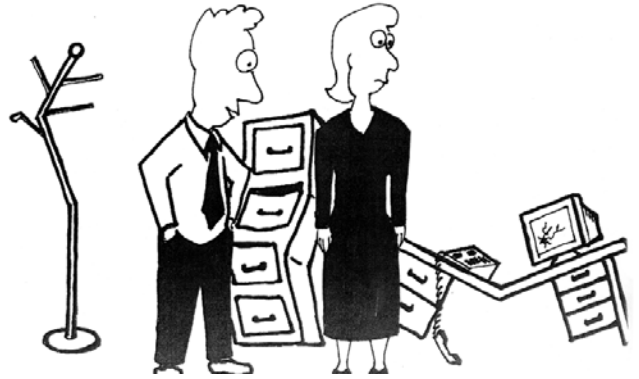
COLUMBUS REMOTE PROGRAM

APRIL 22 - 23

CHAPTER LEADERSHIP WORKSHOP - GREENVILLE, SC

Facility Funnies

"Maybe we can buy new Furniture with the money we saved by moving ourselves."



International Facility Management Association

Atlanta Chapter
1185 Willingham Drive
Atlanta, GA 30344



DIRECTORY UPDATE

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

FIRST-CLASS MAIL
U.S. POSTAGE PAID
PERMIT NO. 650
NORCROSS, GA