

**International
Facility
Management
Association**

IFMA
Atlanta

Featured Articles

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GA Tech Corner - pg.5-

Education Seminar - pg.7

THIS MONTH IN IFMA

***Professional Development
Committee - February 7, 2006***

Career Services Committee - February 9, 2006

***Community Services
Monthly Meeting - February 10, 2006***

Monthly Meeting - February 14, 2006

People Skills Presentation - February 15, 2006

GFM Review Class - February 23 & 24

President - Rachel Blankenship, *Sage Software*, rachel.blankenship@sage.com

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CONTACT US!

Newsletter Editor: Monte Townsend
 T: 678-547-0133 F: 678-547-0132
 If you would like to submit a newsletter article, please contact ifmanews@rentacrate.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 2005**

Vision

To serve as the resource and representative for facility management.

Mission

To provide exceptional products, services, and opportunities that support and advance the facility management profession.

Goals

1. Support a community that fosters vitality, momentum and impact for the facility management professional.
2. Anticipate and prioritize the resources required to enhance effective delivery of products and services.
3. Inspire passion for the facility management profession that compels facility practitioners to want to join the IFMA network, engages volunteer leaders and attracts / retains top-talent to the full-time staff.
4. Sustain IFMA's financial integrity to achieve and fulfill our mission.

Purpose

IFMA is a member-centered association that exists to guide and develop facility management professionals. In support of its members, IFMA promotes the Facility Management profession by providing leadership, recognition and standards of excellence.

Please check out the website at www.ifma.org for more details.

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

**Netweaving...“What is it?,” “Is it valuable?,”
 “How can we all become Netweavers?”**



Rachel Blankenship

This was the topic presented at our January luncheon. We had a great panel discussion and as I listened it occurred to me that Netweaving and IFMA Atlanta are a perfect F.I.T. Netweavers are people that really listen. They are more interested in the well being and success of others. They don't look at situations as “what's in it for me.” Netweavers are people that connect others because it's the right thing to do. Netweavers put others needs first. Isn't that exactly what IFMA is all about? I know without a shadow of a doubt that every IFMA Atlanta Board member is a Netweaver. They continually invest their time and energy into the success of the profession and others members. While they absolutely gain from the experience, they aren't driven by “what's in it for me.”

We have so many Netweavers within our chapter that it would take days (and many pages – I'm limited on space J) to recognize all of them, but I'd like to single out just a few and say, “Well done and thank you!” You lead and inspire our chapter in ways you may never fully realize.

Tom Haslach, Harry Ludwig, Christy Jellets, Steve Christopher, Maureen Gundaker and Lynn Moorman

Why did I start off by saying Netweavers and IFMA Atlanta are a perfect F.I.T.? Because I believe the continued success of our Chapter depends on our Netweavers and our ability to stay F.I.T.

What does F.I.T. means to me?

Flexible

IFMA Atlanta's ability and willingness to alter behavior and opinions to respond to changing business needs and requirements to fulfill Facility Managers needs.

Innovative

IFMA Atlanta's ability to take an innovative approach to Facility Management and educational opportunities and explore creative options to generate effective solutions.

Teamwork

IFMA Atlanta's commitment to achieve individual and chapter goals by approaching opportunities with a team ethic that respects both the individual and group contribution.

Here's to staying F.I.T in 2006!

Rachel Blankenship
 President - IFMA Atlanta 2005/2006
 Sage Software, Sr. Director of Facilities North America

DIRECTIONS TO LUNCHEON

At Maggiano's

Directions: *From Roswell, Alpharetta and N. Fulton Suburbs:* Take 400 south to Exit #2 (Lenox Rd.) Turn left at light and go to Peachtree Rd. Turn right on Peachtree and we are just past Dante's on the right hand side of the street.

From Downtown Atlanta: Take 75/85 north to 85 north to 400 north. Get off at Exit #2 (Lenox Rd). Turn right and go to Peachtree Rd. Turn right on Peachtree and we are just past Dante's on the right hand side of the street.

ANNUAL AWARD LUCHEON

“NETWEAVING” or Networking for Success

Led by our Moderator Joel Carroll, the three Human Resource experts, Bob Littell; Liz Fitzgerald & Brian Ray discussed the details concerning the subject of networking and netweaving. We learned powerful tips that can help us propel our organizations and careers in the right direction. The speakers provided a brief overview of this important subject from their own perspective. This was followed by a panel discussion and questions from the audience of the speakers.

Bob Littell is Chief Netweaver of Littell Consulting Services and author of “The Heart & Art of Netweaving”. His Topic is “How To Work The Netweaving & Relationship Process”

Liz Fitzgerald is President of XChange Consulting, Inc. Her Topic will be “Understanding The Practical Side of Netweaving”

Brian Ray is Founding Director of Crossroads Career Network. His Topic will be “How To work a Room”



IFMA ladies lunching.



Part 1 of 2...



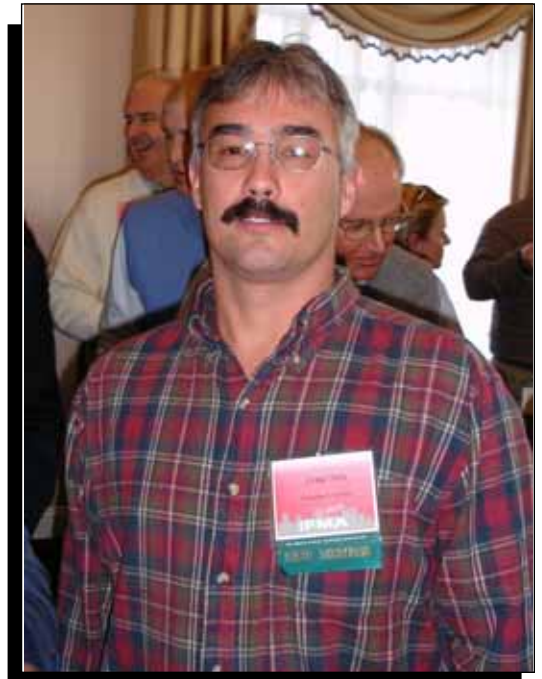
I'm so happy he finally got that name tag on.



Mr. Smith and Mr. Hicks.



Is this room tilting to the left or is it just me?



Barney and the exit sign tutorial...

The line forms behind Craig...



So glad to see you!



Netweaving Speakers.



CAPITAL PROJECTS CONFERENCE

Leading-edge Management Models for Capital Projects and Facilities Management conference

March 20-21, 2006
Marriott Golf and Beach Resort
Hilton Head, SC
<http://www.tradelineinc.com/models>

Leading-edge facility asset management models are focusing on strategic planning to raise the productivity and utilization of capital and lower the overall expense of infrastructure support. Dramatic performance breakthroughs are being achieved through integrated capital/operations decision-making, front-end business case analysis, “total-spend” planning, and life-cycle-based budgeting.

Attend this conference to learn how the new leading-edge management models are working to meet specific challenges such as:

- Integrating strategic planning with project development processes
- Using “total cost of ownership” to shape business plans
- Improving the reliability of facilities data
- Solving the construction-cost-escalation problem
- Supporting the Integrated Workplace Model
- Making facilities condition assessments a driver of budgets & operations
- Using mission-based planning to streamline processes and organizations

For further information, please contact us at 925-254-1744 x12 or registrar@tradelineinc.com

www.ifmaatlanta.org

GEORGIA TECH CORNER

Georgia Tech Corner

There is still time to apply to the Integrated Facility and Property Management graduate program for Fall 2006. If you are interested in studying facility management and gaining your Masters degree, then check our website at www.bcprogram.com and click on Graduate Studies. There are links to all the application information and on-line applications, as well as information on courses and requirements for the program. Many employers provide tuition reimbursement for job-related course work, so check out the possibilities now. Application deadline is April 15, 2006 for Fall 2006 semester.



For more info feel free to contact:
 Professor Roper at 404-385-4139 or
kathy.roper@arch.gatech.edu.

Facility Funnies

Well, we don't pay much, but we have great titles!



©Monte Townsend

NETWORKING EVENT

Join us for an action packed evening with your Atlanta Thrashers on Wednesday, March 8th when they take on the NY Rangers. Tickets are available for the low price of \$20.00. Register online at www.ifmaatlanta.org. Game time is 7:00 p.m. but the die-hard fans will be mingling at McCormick & Schmick's adjacent to Philips Arena at 6:00 p.m.



JOB POSTINGS ONLINE

Looking for a new job?
 Know of a vacant position?

Check out the job posting section of www.ifmaatlanta.org. Enter the Career Services section to post a job. Enter your membership number to view available positions.

This website highly benefits our members, so start using it today. Call Brant Bosley with any questions at 404-392 2284. Call Joe Carroll for resume critique and career counseling at 404-582-8859.

COMMUNITY SERVICE CORNER



**Mark your calendars for Volunteer Day
 Saturday, May 20th, 2006**

To be held at **North Fulton Child Development Center**
 89 Grove Way
 Alpharetta, Georgia
 770.992.4339

Community Service Coordinator: Marie Kitchen (SERVPRO)
 770.739.2355
mkitchen2004@mac.com

8:00 am – 1:00 Lunch provided
 We will be working on the grounds, cleaning upholstered chairs, cleaning and organizing closets and installing shelves

Welcome! To our partner organization – City of Refuge
www.cityofrefuge.org for more info on the organization

Branan Towers
 Beginning renovation work on the corridors and lobbies (10 floors), Including wallcover, new carpet and new lobby furniture. With remaining balance of \$500,000 challenge grant, we will begin replacement of kitchen cabinetry (176 units)

**Send your Member Profile and
 Photo to ifmanews@rentacrate.com
 or fax to 678-547-0132.**

PROFESSIONAL DEVELOPMENT AND PROGRAMS COMMITTEE

CFM ARTICLES FOR POINTS

SPONSORSHIP OPPORTUNITY

Don't let this chance for exposure get by you!

The Professional Development and Programs Committee is seeking sponsors for lunch and break service during the CFM Exam Review Class. Opportunities exist for morning snacks, lunch and afternoon breaks on each day.

CFM Exam Review Class

February 23 and 24, 2006 (8:00 am – 5:00 pm)

Corporate Environments

1636 Northeast Expressway Atlanta, GA.30329

Top Three Reasons to Sponsor

Exposure for Your Company.

As a sponsor, your company name and logo will be prominently displayed during the class.

Introduce Your Company.

During the break time that you sponsor, you will be allowed 10 minutes to present information to your company to the attendees.

Demonstrate Your Company's Commitment to advancing the Profession.

As a sponsor, your company is recognized as a committed to advancing the profession.

What is the Review Class?

This is the definitive **course of preparation for successfully completing IFMA's Certified Facility Manager (CFM) examination.** It is designed to provide those preparing to take the exam with increased confidence. It is not an in-depth study of FM but an opportunity to self-evaluate your readiness to take the exam. The review discusses the format, sample questions and information related to the **nine competency areas** tested by the exam.

Opportunities

February 23, 2006

Morning Snack ~\$200; Lunch ~\$500; Afternoon Break ~\$200

February 24, 2006

Morning Snack ~\$200; Lunch ~\$500; Afternoon Break ~\$200

**IFMA ATLANTA CHAPTER
CFM COORDINATORS**

Clara M. Smith, CFM - CMS
Enterprises

Cheryl Waybright, CFM, CFMJ, - CB
Richard Ellis

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.

MONTHLY CFM EXAM QUESTIONS

1. Workplace safety for tenant employees is the responsibility of:
 - A. The tenant employer
 - B. The building owner
 - C. The building manager
 - D. OSHA
2. In commercial construction, an interior wall with studs is:
 - A. Always load bearing
 - B. Usually load bearing
 - C. Always non-loading bearing
 - D. Usually non-load bearing
3. Activation of a smoke control system is best done by operation of:
 - A. Smoke detectors
 - B. Manual pull stations
 - C. A sprinkler system
 - D. Heat detectors
4. The most common means of exposure to a hazardous chemical is through:
 - A. Absorption
 - B. Injection
 - C. Ingestion
 - D. Inhalation



EDUCATION SEMINAR

EDUCATION SEMINAR
March 7th 2006

We have Dr. Dean Kashiwagi booked for March 7th 2006 for an educational seminar from 10:00 to 2:00 with a working lunch included. Please send the attached information to Houston for the CFM/CEU accreditation. The location is To Be Announced at the next Luncheon.

“Facility Assessments: Minimize Problems in Project/Budget Planning”

- Presented by Dr. Dean Kashiwagi of Arizona State University

Most facility managers face problems with pre-planning and budget forecasts due to an inefficient internal processes (e.g. services selection). The cost of facility services (for example landscaping, janitorial, construction, design, etc.) have been impacted by unprecedented increases forcing FMs and Property Managers to scramble for solutions. This session will explore innovative best practice concepts that identify how “efficiency” is required for both the facility manager (and property manager) and the vendor to have a win-win environment.

A research group of best value procurement methods at Arizona State University has proven results for selecting performing systems and services for facility managers. This is one of the few documented processes that brings better value for the Facility Manager and maximizes the profit of the vendor without paying more for it.

Learning objectives:

- Commodity vs. best value (the difference in efficiency of different delivery systems)
- Understand how to identify risks before a project starts, not during.
- Vendor selection (on-time, on budget with no change orders, and deliver high quality work).
- Understand why quality control and management/inspection are on opposite sides
- Case studies on maintenance and repair, services, renovation, and new construction projects.

SAVE THE DATE

We invented the belly laugh.

Find out how at the Career Services Spring Fling Comedy Night, April 20th, 5:30 - 8:30 PM.

Joe Carroll, SPHR
Vice-President, Human Resources
IST Management Services, Inc.
404-582-8859

Send your Member Profile and
Photo to ifmanews@rentacrate.com
or fax to 678-547-0132.

CFM EXAM REVIEW CLASS

February 23 and 24, 2006 (8:00 am - 5:00 pm)
Corporate Environments
1636 Northeast Expressway Atlanta, GA. 30329

What is the Review Class?

This is the definitive course of preparation for successfully completing IFMA's Certified Facility Manager (CFM) examination. It is designed to provide those preparing to take the exam with increased confidence. It is not an in-depth study of FM but an opportunity to self-evaluate your readiness to take the exam. The review discusses the format, sample questions and information related to the nine competency areas tested by the exam.

Top Five Reasons to Get Certified

1. Distinguish Yourself.

In today's competitive job market, your CFM status puts you ahead of the competition. Certified Facility Managers have proven their abilities and demonstrated their commitment to achieving excellence in the profession.

2. Invest in Your Future.

CFMs earn, on average, 13% more than non-certified facility managers. Earning your CFM is one of the most important career decisions you can make.

3. Demonstrate Your Leadership and Initiative.

It's not easy to achieve CFM status. The CFM credential is a tangible sign of your success. Share your expertise and mentor up-and-coming members of your organization.

4. Advance Your Profession.

Facility managers must be proficient in a wide range of competencies. The CFM program articulates the level of skill and talent required of the profession.

5. Enhance Your Professional Network.

Enjoy opportunities to network during special CFM events. IFMA chapter members receive special recognition from their chapters.

The course will be led by Kathy Roper, an experienced Certified Facility. She has extensive knowledge of the profession.

This is an invaluable opportunity for any professional interested in career development through certification. After completing the course, individuals who feel ready to write the CFM exam will need to submit an application to IFMA Headquarters, Houston. This course is open to members and non-members of IFMA. One does not have to be a member of IFMA to obtain the CFM designation.

Registration - Register early

Members: \$150.00

Members (Unreserved): \$200.00

Non Members: \$300.00

Non Members (Unreserved): \$300.00

THIS IS A TWO DAY EVENT ON BOTH FEBRUARY 23 & 24.
Lunch will be provided each day along with a morning and afternoon snack.

Note: these are deeply discounted rates elsewhere at \$650.

How: Online at www.ifmaatlanta.org/events or fax to Association Headquarters 404-768-7767 or mail with a check to Association Headquarters at 1185 Willingham Drive, Atlanta, GA 30344.



2005 IFMA ATLANTA SUSTAINING PATRONS

ABM Family of Services
 AIA
 Aircond
 Allied-Barton Security
 Andrew Rissland Turpen
 ASD
 Baker Audio
 BC Group
 Bonitz Flooring Group, Inc.
 Carithers, Wallace & Courtenay
 Carole Parks Catering
 Carter & Associates
 CB Richard Ellis
 Choate Interior Construction
 Contract Marketing
 Corporate Environments of GA, Inc.
 Cort Furniture Rental
 Dekalb Office Environments
 Flood Brothers Relocation
 Geiger
 Gensler
 Graebel Atlanta Movers, Inc.
 Haworth, Inc.

Hendrick, Inc.
 Herman Miller, Inc.
 Humphries & Company
 IntraSpec
 Invista
 Ivan Allen
 Jova Daniels Busby
 Kimball
 Malcolm B. Weiss & Assoc.
 Malone Construction
 Milliken
 Mohawk Group
 NFL Officeworks
 Royal Cup, Inc.
 Southern Business Systems
 Steelcase, Inc.
 Trilogyfm
 Walter Hopkins
 Wegman Associates

MEMBER PROFILES



NAME: Monte Townsend
COMPANY: Rentacrate, Inc.
EMAIL: mtownsend@rentacrate.com
EDUCATIONAL BACKGROUND: University of Oklahoma 90/91 BS German & French, BBA Marketing, MBA International Marketing; Certificates of Business from University of Exeter, UK, La Sorbonne, Paris & University of Regensburg, FRG

FAVORITE VACATION DESTINATION: China, Paris

HOW LONG HAVE YOU BEEN AN IFMA MEMBER? 5 years.

WHAT IS THE MOST CHALLENGING ASPECT OF YOUR PRESENT JOB?
Getting everyone to agree that I'm right and they are wrong.



NAME: Robert A. Pugh
COMPANY: CIBA Vision Corporation
EMAIL: robert.pugh@cibavision.com
EDUCATIONAL BACKGROUND: University of Georgia

FAVORITE MOVIE: Space 2001

WHAT IS THE MOST CHALLENGING ASPECT OF YOUR PRESENT JOB?
Juggling the multitude of projects and day to day work. Implementation of a CAFM system.

HOW LONG HAVE YOU BEEN AN IFMA MEMBER? Since 1999.

FAVORITE VACATION DESTINATION: Caribbean Islands

Send your Member Profile and Photo to ifmanews@rentacrate.com or fax to 678-547-0132.

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.

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FACILITY MANAGER SETS THE STANDARD

By Kathy O. Roper, CFM, MCR, LEED AP
Georgia Institute of Technology

Barbara de Nijs Bik, Director, Facility Services for InterContinental Hotels Group (IHG), the world's largest hotel group by number of rooms, established a best practice when she aligned facilities strategy with the overall corporate strategy in the restack and renovation of IHG's Americas headquarters located in Atlanta. The ability to take a business mission and align it with real estate and facility requirements proved to be the successful strategy that reduced costs, at the same time improving employee satisfaction and morale, an often impossible feat.

The key strategy, to align the facilities strategy with the overall corporate strategy, was a success due to the ability to uncover vital information by working with all business units in organizing the plan. de Nijs Bik was able to lead this highly successful project and get their buy-in for this momentous project. IHG realized that specific spaces were no longer needed and were able to sublet space, saving substantially on rent and operational costs.

She was responsible for restacking the Atlanta facilities involving over 1000 personnel moves, and renovating more than half of the company's office space (150,000 square feet) at the company's headquarters at Three Ravinia Drive located at the intersection of I-285 and Ashford-Dunwoody Road. This strategic planning and implementation resulted in adjacency requirements being met, employees being placed in more comfortable and effective workspaces, and the company experiencing a significant cost savings in rent and operating expenses.

"We exceeded our President's and employees' expectations," said de Nijs Bik. "My team created an executive office area to facilitate communication, additional conference space and upgraded videoconferencing facilities which provide workers a time and cost saving alternative to travel."

Since de Nijs Bik moved to Atlanta in the early 80's, her career path has been typical of most successful Facility Management executives. "I just fell into the profession, like most of us," she says when discussing her background. After a customer service stint, de Nijs Bik took on responsibility for "computer training and developing office procedures and was soon promoted to management. From there she continued to successfully manage office details and got her first real Facility Management responsibility when she was asked to build out a 30,000 square foot facility. "I didn't have the direct experience, but knew I could do it," she says. "It really takes someone with drive and an I-can-do-it attitude to take on new tasks and excel at them." After XX12 years with IHG, she was recognized for her can-do attitude and was promoted to Director following the 2003 realignments. And since those alignments, over a six month period in 2004 and 2005 she was charged with renovating on the other half of IHG's Americas Headquarters office space which increased efficiency by adding 80 additional work spaces over six floors.

With responsibilities for space planning, design and construction projects, building maintenance, security, safety and disaster preparedness, all furniture purchasing and reconfigurations, and real estate administration for the Americas, de Nijs Bik is a fairly typical Facility Manager, if such a position exists. Depending on the size of the organization, Facility Managers can range from single managers contracting most of their work to third parties, to managers of large staffs including architects, designers, project managers, all the way through maintenance workers within the facility. When discussing her role at IHG, de Nijs Bik gives credit to her contacts and professional associations through the International Facility Management Association (IFMA) for providing additional educational and networking opportunities. Last year she successfully sat for the Certified Facility Manager designation examination and is one of about three dozen Atlanta-area CFM's. She even met her husband through the Association's annual conference eight years ago in Dallas.

The International Facility Management Association (IFMA) is the largest and most widely recognized professional association for facility management, supporting approximately 17,300 members. The Association's members are represented in 125 chapters, 16 councils and one Special Interest Group (SIG), in 52 countries worldwide. Globally, IFMA certifies facility managers, conducts research, provides educational programs, recognizes facility management degree and certificate programs and produces World Workplace, the largest facility management-related conference and exposition.

The Atlanta Chapter of IFMA has almost 500 members and provides networking, education and community service opportunities for its professional and associate members.

CHEEEEEEESE!!



SMILE IFMA ATLANTA!

Be sure and wear your best smile for our next IFMA Luncheon.

The Newsletter Committee will be taking photos for the Member Profiles. Comb your hair pretty and brush your teeth real good.