

**IFMA ATLANTA 2004  
EXECUTIVE BOARD**

**PRESIDENT**

Mitch Rabil  
Turner Properties, Inc.  
mitch.rabil@turner.com

**VICE PRESIDENT**

Beth Chaplin  
Knoll  
bchaplin@knoll.com

**TREASURER**

Rachel Blankenship  
Best Software  
rachel.blankenship@bestsoftware.com

**SECRETARY**

Stewart Smith  
Kilpatrick Stockton  
stsmith@kilpatrickstockton.com

**PAST PRESIDENT**

Tom Haslach  
Millicare Commercial Carpet Care  
thaslach@millicare.net

**2004 IFMA ATLANTA  
SUSTAINING PATRONS**

ABM Family of Services  
Aircond Corporation  
Andrew Rissland Turpen  
ASD  
Baker Audio  
Bonitz Flooring Group, Inc.  
Carithers-Wallace-Courtenay  
Carole Parks Catering  
Carter & Associates  
CB Richard Ellis  
Choate Interior Construction  
Contract Marketing  
Corporate Environments  
CORT Furniture Rental  
DeKalb Office Environments  
Double "T" Contracting  
EDM  
Facility Resources Inc.  
Geiger International  
General Building Maintenance  
Gensler  
Graebel Atlanta Movers, Inc.  
Haworth, Inc.  
Hendrick  
Herman Miller, Inc.  
Humphries & Company  
Initial Contract Services  
Interface Flooring Systems  
Invista, Inc.  
Kimball  
Knoll  
KPS Group, Inc.  
Malcolm B. Weiss & Associates  
Malone Construction  
Millicare Commercial Carpet Care  
Royal Cup Coffee, Inc.  
Southern Business Systems  
Steelcase  
TVS Interiors  
Wegman Associates, Inc.



# IFMA ATLANTA'S '04 FALL CLASSIC

**WHO: IFMA MEMBERS, POTENTIAL MEMBERS,  
ASSOCIATES/COLLEAGUES,  
SPOUSES, AND GUESTS**

**WHEN: THURSDAY, OCTOBER 7, 2004**

**WHERE: EMERALD POINTE GOLF CLUB AT  
LAKE LANIER ISLANDS**

**COST: GOLF: \$180. TENNIS: \$120.  
WINE CRUISE: \$100.  
AWARDS DINNER ONLY: \$80.**

**THE 2004 IFMA FALL CLASSIC WILL BE HERE BEFORE YOU KNOW IT!  
REGISTER TODAY FOR GOLF, TENNIS, OR A WINE CRUISE AROUND LAKE  
LANIER. BRING YOUR COWORKERS, CLIENTS, AND PROSPECTS FOR A DAY OF  
EXCITEMENT ON BEAUTIFUL LAKE LANIER! REGISTER ONLINE AT  
[WWW.IFMAATLANTA.ORG](http://WWW.IFMAATLANTA.ORG)**

## IN THIS ISSUE

**PG 2**

- President's Message
- Welcome Kennedy Alexis

**PG 3 - Community Corner**

- Branan Towers Update
- Volunteer Day Photos and Recap

**PG 4**

- Monthly Luncheon Program Photos and Summary
- Career Services Committee Update
- Georgia Tech Corner

**PG 5**

- World Workplace 2004

- Member Profiles

**PG 6**

- IFMA Theatre Event
- Green Building Advantage

**PG 7 - CFM News**

- CMMS Seminar Review
- Upcoming Events and Seminars

- Ask Me About CFM
- Monthly CFM Exam Questions

**PG 8**

- Program Calendar
- Facilities Funnies



## 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](http://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](http://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 Sustaining Patrons - What a great TEAM!!

The IFMA Atlanta Chapter Sustaining Patrons program is one of the best of all the IFMA Chapters. With our Sustaining Patrons' yearly contributions, the Atlanta Chapter can bring top programs and education to our membership. This contribution supplements our operating expenses throughout the calendar year. We are currently renewing and recruiting Sustaining Patrons for next calendar year.

The International Awards of Excellence that the Atlanta Chapter has received for member services, programs, educational courses, outings, networking opportunities, published communications, community services outreach and support of the Georgia Tech FM Masters program is a direct result of the contributions from our incredible Patrons.

On the other side, our Sustaining Patrons receive a visible platform for their companies. Their names are listed on a Patrons display board at each luncheon program, they are asked to stand and be recognized before each program begins, their companies are displayed as linked icons on the Atlanta Chapter of IFMA website at [www.ifmaatlanta.org](http://www.ifmaatlanta.org), a company information sheet is available to all members at each luncheon program, and they are given advertising exposure in the membership directory.

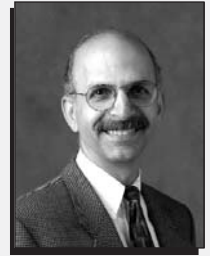
One more very important item for the Sustaining Patrons is that they are given a forum to express their opinions with the President of the Atlanta Chapter. This has been one of the most effective ways to understand their needs and expectations relative to the operation and direction of the Atlanta Chapter of IFMA and its relationship with its Patrons and membership.

Our Sustaining Patrons Committee, chaired by Harry Ludwig, has continued to foster a close relationship with our Patrons from the beginning of their commitment throughout the calendar year. We congratulate their success and look forward to another banner year of Patron involvement with the Atlanta Chapter. Without this partnership, we would not be able to provide you with professional development opportunities and business growth potential.

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 Educational Partnership, 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!!

**Mitch Rabil**  
**President - IFMA Atlanta 2004**  
**Turner Properties**



## WELCOME KENNEDY ALEXIS CROWDER

## It's a Girl!

*Congratulations to the  
Crowder family  
on their new addition,  
Kennedy Alexis.  
She was born 11:09 AM  
Wednesday, August 25th,  
weighing 8 pounds, 14 ounces,  
measuring 22 inches!*



# COMMUNITY CORNER

## BRANAN TOWERS UPDATE

### VOLUNTEERS NEEDED OCTOBER 23rd

Beauty Salon retrofit planning is underway. We hope to have the salon equipment and begin demo and construction within the next thirty days. In the meantime, unexpected funding gifts have become available to create a garden on the side lawn for Branan Towers residents. Home Depot has donated a large gift card to provide for plants and plant materials and Siemens Corporation of Alpharetta has matched the Home Depot funding. Scapes will be providing a landscape plan and plant selection and placement advice. On October 30th, Branan Towers will man a Volunteer Work Day headed by employees from Siemens Corporation. We would like to invite any IFMA members who may have been unable to come to the 9/11 Volunteer Day at either the YWCA or North Fulton County Child Development Center to work alongside the Siemens employees in making a lovely new garden space for the Branan Towers residents.

Thank you!!

Joanne Cole

Project Team Leader - Branan Towers

## VOLUNTEER DAY PHOTOS AND RECAP

Thanks to all the volunteers who helped to make Volunteer Day a great success! Special thanks go out to the following companies for their generous contributions and help in making Volunteer Day possible:

### North Fulton Child Development Association:

Royal Cup Coffee - Steve Christopher

Coca Cola Enterprises, Inc. - Dee Raya and Joyce Roper

Rosing Painting & Wallcovering Contractors, Inc. - Phillip Rosing

Enterprise Maintenance Service, Inc. - Young Yoo

### South Fulton YWCA/Phyllis Wheatley:

Spread Tech - Andy Erler

Scapes - Joan Weghorst

Royal Cup Coffee - Steve Christopher



## NORTH FULTON CHILD DEVELOPMENT ASSOCIATION



## SOUTH FULTON YWCA





## MONTHLY LUNCHEON PHOTOS AND PROGRAM SUMMARY

If you were able to make it to our September Luncheon, you know what a success it was. Brian Leary presented us with his ongoing vision for the project, to be complete in 2006.

Brian is the Vice President of Design and Development for Atlantic Station, LLC - the joint venture partnership redeveloping the Atlantic Steel Property.

Brian graduated from GA Tech's College of Architecture with a BS in Architecture and a Masters in City Planning. Before graduating, he finished his thesis outlining a plan to redevelop the property through the creation of a 24-hr, live-work-play community.

Much of this information can be found on The Atlantic Station website, but of special interest were Brian's personal anecdotes on; negotiations with the DOT, EPA, and many other government institutions, as well as, the development and design of the Spring Street bridge, and the positive impact of the development on neighboring property values.

We plan to follow-up this excellent program with a tour next year. We'll keep you posted on the date.



## CAREER SERVICES COMMITTEE UPDATE

The Career Services Committee sponsored two "Lunch & Learn" training sessions at the offices of Royal Cup in Mableton, Georgia. On July 15, 2004, Kathy Roper led a session on Resume Writing Skills and on August 12, 2004, she held a training session on Interviewing Skills. Both classes provided the participants with insight on ways to enhance their opportunities in today's job market and were well attended. The committee looks forward to providing more opportunities of this type in the future.



Searching for a new job can be a daunting task. The Career Services Committee can provide you with your own, free, personal career coach. Get an objective, confidential perspective on your resume, job search, interview techniques and salary negotiation strategies. Finding a job does not happen overnight. A career coach can provide you with an edge. For more information, contact Joe Carroll at 404-582-8859.

## GEORGIA TECH CORNER

Georgia Tech is very fortunate to have the Atlanta Chapter supporting us! This year the Atlanta Chapter sponsored a scholarship to be awarded at World Workplace in Salt Lake City and we are proud to announce that Jun Kim, a Ph.D. student in Integrated Facility Management, is the winner of this scholarship. Jun will travel to Salt Lake City and attend World Workplace with many of the Atlanta members. Jun also won the Dupont Scholarship in 2003, awarded in Dallas.



Earlier this year the Atlanta Chapter also sponsored a local scholarship, which was awarded to IFMA Atlanta member, Jason Grimes. Thanks for all your support to the Georgia Tech masters program and congratulations to our scholarship recipients!



Save the date!

# Salt Lake City 2004

Oct. 17-19, Salt Palace Convention Center

*The time has come to make the decision whether or not to attend the WWP in Salt Lake City this year. Last year was my first year that I attended. Had it not been for a few friends prodding me along, I would have never gone.*

*I have been a member of IFMA for several years. Before going to the WWP last year I rarely attended meetings. I found it difficult to network and was very uncomfortable about attending the monthly meetings. If I didn't have anyone specific to go with then I wouldn't go at all. Well, I guess a little birdie told Tom Haslach and he sent out some troops to encourage me.*

*WWP Dallas was a great experience for me. Not only did I have a great time but learned more than I could have imagined and came back with many valuable resources for my company. I met many wonderful people and made new friends within the Atlanta chapter.*

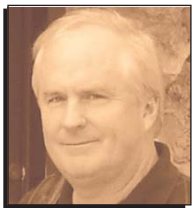
*I strongly encourage anyone who might have any reservations about attending. Take the chance and go.*

*See you there!!!*

*Chris Vest*

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](mailto:fran.rissland@artandassociates.com) or [lynn.moorman@artandassociates.com](mailto: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! Information is available now at [www.worldworkplace.org/northamerica/2004](http://www.worldworkplace.org/northamerica/2004).

## MEMBER PROFILES



**NAME:** Ron O'Connor

**COMPANY:** White Electrical Construction Company

**EMAIL:** [roconnor@white-electrical.com](mailto:roconnor@white-electrical.com)

**HOMETOWN:** Atlanta

**EDUCATIONAL BACKGROUND:**

BS, Bus Adm., Villanova University

**FAVORITE VACATION DESTINATION:** Caribbean

**HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW?** My father was a big influence...I also had part time sales jobs while attending college, and my area of concentration at Villanova was sales and marketing.

**TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF:** I established White Electrical in the Food & Beverage industry, a sector which White had had minimal exposure. I consistently have opened a minimum of 15 new accounts since I first joined White 9 years ago.



**NAME:** Steven W. Purdon

**COMPANY:** KPS Group Inc.

**EMAIL:** [spurdon@kpsgroup.com](mailto:spurdon@kpsgroup.com)

**HOMETOWN:** Reading, PA

**EDUCATIONAL BACKGROUND:**

University of Cincinnati, B.S. Architecture, 1970

**FAVORITE VACATION DESTINATION:** Beach (Carolinas and Georgia)

**HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW?** I developed an interest in architecture in high school.

**TELL US SOMETHING ABOUT YOU THAT YOU ARE**

**MOST PROUD OF:** I am most proud of my 35-year marriage and family.

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



IFMA SPECIAL EVENT - THEATRE NIGHT

Tickets for twenty seats for PEACHTREE BATTLE on Thursday, November 18, 2004 have been purchased by IFMA for Special Events-Theatre Night. Tickets are \$21.50 a piece and can be reserved on the website on a first come first served basis. The show starts at 8pm and is a hilarious evening of fun. Seating is general admission and the doors open at 7:30pm. Payment can be made with a Mastercard, Visa, Amex or Discover card. If you have any questions, call Marty Taffel at Hendrick at 404-240-9366.

This comedy/drama centers on a blueblood, Buckhead family wedding and introduces an unforgettable mother, Trudy Habersham, as her favorite son is getting ready to marry a Hooter's Girl! Mix in the alcoholic grandmother, the cheating husband, an anorexic daughter, the oldest gay son, and a maid from the battered women's shelter, and this Atlanta family wedding is truly a Peachtree Battle. For more information about the show, please visit [www.ansleyparkplayhouse.com](http://www.ansleyparkplayhouse.com).

# THE GREEN BUILDING ADVANTAGE HOW DEVELOPERS AND TENANTS TURN GREEN INTO GOLD



## TURNING GREEN INTO GOLD



Seminar Series of the

CORPORATE REALTY, DESIGN & MANAGEMENT INSTITUTE

[www.squarefootage.net](http://www.squarefootage.net)



*"Linkage between tactical real estate solutions and financial analysis"*

*"Using what I learned as a spring-board to save us a great deal of money. Whole seminar was great"*

*"Good case study examples"*

*"Informative material applicable to both existing and new buildings"*

*"Return on Investment discussed in plain language"*

*"Fast moving and interesting"*

*"Topics were right on the mark"*

*"How green issues can help save money, energy and increase productivity"*

### EARN EDUCATIONAL CREDITS

AIA: 3 Learning Units  
BOMI: 3 CPD Points

Corporate Realty, Design & Management Institute  
Fax 603-971-1184  
Phone 800-452-4480

Please register On-Line at [www.squarefootage.net](http://www.squarefootage.net)

A confirmation will be emailed to you

Ignoring or misunderstanding sustainability is becoming as hazardous to your bottom line as misreading economic trends. As a tenant, locating in a green building will reduce your costs and improve workplace productivity. That is, if you know what to do, where to do it, and most importantly, how to negotiate for it. As a landlord, a green building gives you more negotiating options with tenants while creating a building that is worth significantly more money. Skeptical? Then learn the facts about green buildings in addition to a professional's view on where the real estate market is headed at this half-day seminar – the latest program in the popular "Turning Green into Gold" series.

### REAL NUMBERS, NO GREENWASH, NO BULL

- Real Estate Market Forecast: What's Hot, What's Not, Is Green Here to Stay?
- Why Do It? Truths & Myths About Green Buildings
  - How & Where Green Adds Value – Inside the Numbers
  - What Owners & Tenants Really Need to Know About LEED
  - Landlord's Perspective: How Green Buildings Gain Competitive Advantage
  - Tenant's Perspective: Identifying the Right Building & Right Landlord
  - Avoiding the Six Expensive Mistakes
- Crossfire: Open Dialogue with Green Experts. Panelists include Kurt Hartman of Hines and Stuart Lewis of HOK.

### WHO SHOULD ATTEND

Corporate real estate executives, building owners, developers, real estate brokers, facility managers, designers, property managers, and space planners.

### SEMINAR LEADER

Learn from Alan Whitson, one of the nation's top authorities on corporate real estate, facility design and management. Whitson shares from his 25+ years as a broker, facilities manager, development manager, author, and consultant for 30+ million square feet of facilities around the world.

LIVE EVENT MADE POSSIBLE BY ALLSTEEL, TATE ACCESS FLOORS, YORK INTL., CII, AMP, AUTODESK, DPR CONSTRUCTION

#### THE GREEN BUILDING ADVANTAGE

Friday, October 8  
Cobb Galleria Centre  
Two Galleria Parkway  
Atlanta, GA 30339

1:00 to 1:30 pm - Registration  
1:30 to 5:00 pm - Program

Tickets:  
\$60 Advance  
\$75 At the Door  
Due to Limited Seating,  
Pre-Registration is Required.

Name	_____
Title	_____
Company	_____
Address	_____
City	State Zip
Phone	Fax
E-Mail	_____
<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express	
Cardholder's Name	_____
Card No.	Expires
Signature	_____



# CFM News and Events

## CMMS SEMINAR REVIEW

"The Proof is in the Pudding" and "Pay me now or pay me later?" - two presentations combined to discuss what computerized maintenance management systems (CMMS) should be "telling" us with regards to work order and personnel measurements, and how they can help justify your expenditures for predictive/preventive maintenance efforts in these uncertain economic times. Gary Merrow, a 20-plus year veteran of facilities management, provided an engaging and interactive program to twenty-four facility professionals during this three-hour seminar

Gary's goal was for each student to receive an "AHA!" - a revelation of at least one new thought or idea the participants could take away from the class and apply to their organizations that day. Not an easy task given the vast amount of FM experience of the attendees (each with an average of 10 or more years of FM experience).

The first presentation - "The Proof is in the Pudding" defined maintenance terms in a simple fashion for clear understanding across different maintenance organizational languages.

Additionally:

- Operational measurements were reviewed to define what, at a minimum, should be measured.
- A labor-scheduling tool was shared along with a "Three Week Window Plan" to assist with workload and labor planning.

- Statistical analysis tools were presented - these help an organization know whether it is "in control" of its maintenance processes or not.

The building blocks of the first presentation rolled right into the second topic - "Pay me now, or pay me later?"

- Are preventive maintenance programs justifiable in economically uncertain times?
- Gary used definitions and terms from the first two hours to help answer "why" we should perform predictive and preventive maintenance and how to quantify the "why."
- Gary then, through defining Reliability Centered Maintenance (RCM) programs, delved into the crux of the program by providing a process tool to actually ascertain whether or not it is economically justifiable to perform preventive or predictive maintenance efforts.
- Gary provided participants with the ammunition to financially justify predictive / preventive maintenance efforts based on given resources combined with the analysis of the Time Value of Money (TVM) of facility systems equipment. Although the class felt as they were "drinking from a fire hose" given the amount of information provided in three hours, the overall evaluations and comments reinforced the validity of the topics presented. Oh, and all of the students said they got at least one AHA! Come to our next seminar and you too can receive an "AHA!"

## UPCOMING EVENTS AND SEMINARS

### Value Added Maintenance Workshop

**Oct. 5, 2004**

**7:45 a.m. – 4:00 p.m.**

**MPACT Learning Center, LLC  
Pinehurst Building, Suite 301  
2 Centerview Drive  
Greensboro, N.C.**

IFMA President/CEO David J. Brady and AFE Past Chair Jerry Hagen will deliver the keynote address on elevating the profession at the upcoming Value Added Maintenance Workshop. As an IFMA member (or an employee in an IFMA member company), Pulse Pointe Technologies cordially invites you to this no cost seminar.

For more information, visit at [www.mpactlearning.com](http://www.mpactlearning.com). To register for this free workshop, send an e-mail to [leonard.joel@mpactlearning.com](mailto:leonard.joel@mpactlearning.com) or call 336-379-1444, ext 102.

## 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. An emergency/biochemical notification sign must be posted by the responsible researcher on:

- a. Interior walls of each laboratory
- b. Near the site where most common spills occur
- c. On the exterior side of each laboratory
- d. On cabinet doors where corrosive chemicals are kept

2. When designing a computer work station, what are the most important factors to be considered?

- a. An ergonomic chair that meets the ANSI/HFES-100 standard
- b. A height adjustable keyboard and mouse platform, an adjustable monitor, foot rest and work surface
- c. The work processes, the hours of operation that the workstation supports with anthropometric data
- d. Position of the monitor to ensure information on the screen can only be viewed by the operator and has minimal glare

3. What is the maximum high side reach as determined by the ADA?

- a. 48 inches
- b. 50 inches
- c. 52 inches
- d. 54 inches

4. A clerk calls you to say that she spilled a full bottle of photocopier chemical on the carpet. What is the first action you should take?

- a. Arrange for the cleaners to respond immediately
- b. Advise the clerk to evacuate the immediate area and tell you what chemical was spilled
- c. Arrange to shut down the mechanical systems on the floor until the spill is cleaned up
- d. Evacuate the entire floor until the spill is cleaned up



## PROGRAM CALENDAR

### OCTOBER 7

FALL CLASSIC - EMERALD POINTE GOLF CLUB AT LAKE LANIER ISLANDS

### OCTOBER 16 - 20

WORLD WORKPLACE - SALT LAKE CITY

### OCTOBER 26

CAREER SERVICES MIXER  
6:00 - 8:30  
KING & SPALDING

### NOVEMBER 11

TOUR - AM

### NOVEMBER 17

MONTHLY LUNCHEON

SPEAKER

Eugene de Nijs Bik

TOPIC

International Program

LOCATION

Villa Christina

### DECEMBER 15

AWARDS OF EXCELLENCE

## Facility Funnies

My boss chews me out so often; I think I'm becoming his favorite Low-Carb snack.



Monte  
Townsend

### 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