



## ATLANTA NEWSLETTER

November, 1991

### November 20th Luncheon In-house vs. Contracted Services

Out-sourcing for your facilities services versus having company employees perform this service has been a heated debate for years. Mr. Tinnell will discuss the positives and negatives of each, as well as information on determining that decision based on your individual property. Points discussed will include:

- Selecting potential vendors
- Bid documents
- Specifications
- Bid vs. request for proposal
- Final selection
- Communicating with contractor

Terry Alan Tinnell, President of Valor Security Services, has been involved in the contract service industry for over twelve years starting with a contract cleaning service he began to help pay his way through the University of Tennessee.

Mr. Tinnell, along with a partner, built an Atlanta-based service company in five years to a \$6 million company with over 350 employees. In 1990 it was No. 170 on *Inc.* magazine's 500 fastest growing private companies in the United States. Mr. Tinnell has consulted for Fortune 500 companies on contract services and facilities services throughout the United States and the world.

Please join us on November 20th to hear Mr. Tinnell. **Lunch, at the Merchandise Mart**, will start at 11:45 a.m. with registration and networking starting at 11:15 a.m. Reservations for lunch must be made by calling Barnett Business Services at 681-5344 by Friday, November 15th.

The cost for lunch is \$20 for members, \$30 for non-members, and \$35 for non-members without reservations. Guests are considered non-members. ■

### Education Committee's November Roundtable November 21, 11:00 a.m. - 1:30 p.m.

#### Mail Room/Copy Center Operations

Continuing with the program begun in September, this discussion will be focused on the use, operation and management of mail rooms and copy centers. This key component of building operations is sometimes overlooked as a profit center. We will discuss ways to organize and improve the efficiency of your operation and how to overcome problems you currently may be having in this area.

The roundtable will be held November 21st from 11:00 a.m. to 1:30 p.m. at Solvay Pharmaceuticals at 901 Sawyer Road in Marietta. A light lunch will be provided.

The discussion group will be limited to 12 members so please call early if you plan to attend.

All interested members should contact Attila Szekes at 578-5770 or Peter Conlin at 249-4126 for reservations and/or additional information. ■

### Awards Committee News

The Awards Committee has tabulated the numerous ballots received from the membership and is very excited about the awards to be made. Make your reservations for you and your boss for our December luncheon meeting and awards banquet. Come and congratulate our outstanding members. ■

#### November Luncheon Reservations

To make reservations for the November 20th luncheon, call Barnett Business Services at 681-5344 by Friday, November 15. ■

## ADA Roundtable Update

The roundtable discussion on the Americans With Disabilities Act that was held on September 11th at 1100 Peachtree produced some very interesting results. The key item learned is the requirement for "*reasonable accommodation*" of current and future employees with disabilities. In addition to this there was discussion of the areas that would receive the major impact of this new legislation. These are as follows:

- Human Resources
- Auxiliary Aids and Services
- Physical Barriers

For most facility managers the impact will be felt in providing physical accessibility and removing barriers to allow disabled persons to perform their key functions. Likewise, it is important that facility managers work carefully with their human resources department to clearly define these "*Key Functions*" on job classifications of their employees. Indications are that the ADA will be interpreted by the judicial system in favor of those organizations that identify essential functions on their job classification and if appropriate can prove that these functions are beyond "*reasonable accommodation*".

A recent seminar by Long, Aldridge & Norman identified some of the areas that need to be addressed by facility managers. In it they stated that architectural and communication barriers must be removed when their removal is easy to accomplish without much difficulty or expense (readily achievable). The following are examples of steps that could be considered readily achievable:

- Installing ramps
- Making curb cuts in sidewalks and entrances
- Repositioning shelves
- Rearranging tables, chairs, vending machines, display racks and other furniture.
- Repositioning or adding telephone; copiers; fax machines
- Adding Braille on elevator control buttons
- Installing flashing alarm lights
- Widening doors
- Installing offset hinges to widen doorways
- Eliminating a turnstile or providing an alternative, accessible path
- Installing grab bars on toilet stalls
- Rearranging toilet partitions to increase maneuvering space
- Insulating laboratory pipes under sinks to prevent burns
- Installing a raised toilet seat
- Installing a full-length bathroom mirror

- Repositioning or adding paper towel dispensers in a bathroom
- Creating designated accessible parking spaces
- Installing an accessible paper cup dispenser at an existing inaccessible water fountain
- Removing high pile, low density carpeting
- Installing vehicle hand controls

It is important to remember that this Act will become effective on January 26, 1992, and that alteration projects finished after this date must be in compliance with the "*readily accessible to and usable by*" design standard of the ADA.

If you would like a copy of the regulation please write to:

Commerce Clearing House  
4025 W. Peterson Ave.  
Chicago, Illinois 60646

or call 1-800-USA-ABLE and ask for Public Law #101336.

We will establish another meeting to further refine the requirements of ADA as it applies to IFMA members and try to generate a checklist that each of us can use. In the meantime, if you have any more questions, comments, or additional information on ADA, please contact:

Attila Szekes, Solvay Pharmaceuticals  
578-5770 ■

## Education Committee Upcoming Seminars

### ADA Facility Compliance Seminar

Atlanta, GA - Nov. 4, 1991  
Birmingham, AL - Nov. 8, 1991

### "Managing Housekeeping and Custodial Operations"

Atlanta, GA - Dec. 3-4, 1991

### Supervisory Leadership

Atlanta, GA - Dec. 5, 1991

If you are interested in any of these seminars, please contact Attila Szekes at 578-5770. ■

Wear your IFMA  
lapel pin proudly.



California

## California Here I Come — to Conference Nov. 9-13, 1991 in San Diego

### ☛ Banquet Reminder

Give your blue banquet card to Kim Weiss or send your card to Kim before Friday, Nov. 8th. Also, call Kim to verify that she received it. Her number is: (404) 527-4045.

### ☛ Ice Breaker Pins

Get your "ice breaker pins" from Jim Pelger.

### ☛ South Region Reception

The South Region is holding a reception for our region's conference attendees and their guests. Come join us in the suite of our National President, Christine Neldon, at the San Diego Marriott and Marina, The Presidential Suite #2518 North Tower, on Monday, Nov. 11, from 5:00 to 7:00 p.m. Steve Steinberg of Interface Flooring is sponsoring the reception and Jean Lusso, South Regional V.P., is host.

This will be a great chance to renew acquaintances, meet new members from the South Region, drool over Christine's suite and get your ribbon-pin collection updated. Plan to attend the Conference and stop by for a few minutes at the reception.

Take lots of business cards with you.

**See you in San Diego. ■**

## Graphic Design Directory

The Society of Environmental Graphic Designers (SEGD) announces the release of the SEG D Professional and Industry Directory. **Part I, the 1991 Professional Firm Directory**, gives detailed information about environmental graphic design professionals. **Part II, the 1991 Industry Directory**, provides buyers of signage with a qualified pool of fabricators and suppliers.

Order the Directory from the SEG D office, 47 Third St., Cambridge, MA 02141, 617/577-8225, fax 617/577-1769. This directory is for architects, planners, developers, and government officials interested in hiring an environmental graphic designer firm or a fabricator. ■

## From the Desk of Professor Howie Didit by M. Weiss



After talking with a number of facilities managers this past month, the theme they all echoed was that they are not given enough time to plan and implement required changes and difficult projects. The enclosed article "Tips For Knowing When To Use Shortcuts" from the September issue of *Nation's Business* seems very relevant.

### Tips for knowing when to use shortcuts

Some complex tasks occur so infrequently in a business that employers don't want to go to the expense of training workers to perform those tasks.

That's when shortcuts such as "job aids" can help.

Job aids, says training expert Kim Ruyle, are usually lists of instructions written on paper, such as checklists, recipes, flow charts, or worksheets. Ruyle, who is head of Plus Delta Performance, in Galesville, Wis., says that job aids are "cost-effective substitutes for training."

For instance, employees at Coghlin Electric/Electronics Inc., a Worcester, Mass. distributor, assemble the firm's product kits by following a written, step-by-step list of what to include, rather than memorizing all the required parts.

Gail Searah, an administrative assistant at Coghlin, says these detailed lists, or "processes," guide workers and reduce training time for difficult jobs.

Restaurant Associates Inc., in Washington, D.C., gives its caterers illustrated charts for gathering dishes, silverware, glasses, and serving supplies. The charts depict the items and give the quantity needed for a particular event, thereby cutting the amount of time that workers spend on preparation.

Ruyle says that written or graphic job aids work best in certain circumstances: when a task is complex and seldom performed; when speed isn't a factor; when the workplace doesn't impede the use of job aids; or when a job aid wouldn't stigmatize workers by seeming to be remedial. ■

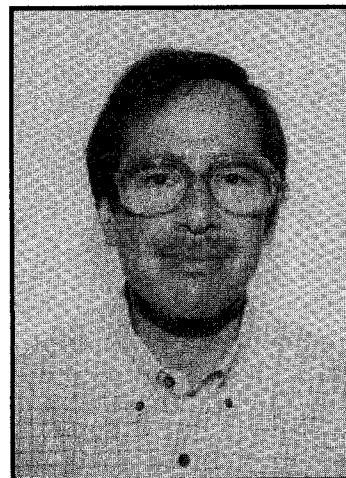
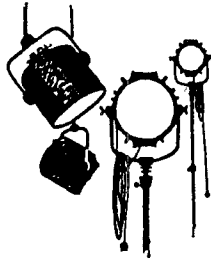
### IFMA...

Atlanta Newsletter is a monthly publication prepared and distributed to IFMA members. Non-members may purchase subscriptions upon request. To subscribe, call Judy Barber at 551-1829.

Editor:	Martha Osborne
Photographer:	Jeff Reeves
Publisher:	Barnett Business Svs.
Subscription cost:	\$30/year

## Member Spotlight Malcolm Weiss

Professor Howie Dedit, better known as Malcolm Weiss to the readers of this newsletter, is an independent manufacturer's representative for not only Tuohy (a free standing furniture line) and Peter Pepper (an accessories line) but other manufacturers as well. To say that the furniture business is a family affair is not an exaggeration. Both his mother and father were in the business and his wife Kathie works with him at Malcolm Weiss and Associates as his office manager and sales associate.



After spending four years in Ithaca, NY, completing a liberal arts degree, Malcolm decided that a warmer climate was what he needed, so he took off for Florida. But what was missing for this native New Yorker was a big city, so he set his sights on Atlanta and has been here for 17 years. To fulfill the need for travel, Malcolm is often on the road covering AL, GA, TN and MS. Besides the opportunity of meeting different facility manag-

ers, who Malcolm says are always professional people, he says the most satisfying part of his job is when he is able to help someone solve a problem. With the changes that the computer industry has recently spawned, he also believes that facility managers will have major challenges dealing with the deluge of readily accessible information not only in areas that are familiar but in new areas too.

Malcolm has been involved in our local chapter since its second year. He has seen the organization grow in membership and is a constant promoter of members becoming more involved, not only Allied but Professional members as well. If there were any changes made to the IFMA organization, Malcolm would like to see more after-hours tours with all members present. Professor, thank you for your efforts and suggestions! ■

## October Luncheon Recap Computer-aided Facility Management

Enlightened by the genius of Bruce K. Forbes of Jung Brannen Research & Development, IFMA members and guests have broadened their vision for CAFM/CAD in the global market. At least those who understand the world of high-technology can benefit from the highly specialized advances discussed at the October meeting. Those of us with less experience can appreciate the phenomenon and give credit to all its many advantages for facility managers worldwide!



*Bruce K. Forbes*

IFMA continues to give applause to expert and interesting guest speakers at the monthly luncheons. Join us in a standing ovation for a worthwhile gathering with the President/CEO and founder of Jung Brannen Research & Development Corporation, Bruce K. Forbes! Thanks Bruce... and thanks members for your continued support of IFMA. ■

### 1991 Patrons

◆ **Diamond** ◆  
**Allied Fibers**  
**MCI Communications**  
**The Knoll Group**

**Silver:** Ball Stalker Company  
BASF Fibers  
Corp. Environments of GA  
Interface Flooring Systems  
Moore Copies, Inc.

**Bronze:** Baker Furniture  
Key Wallcovering, Inc.  
Pointe Construction Svs.

(more names needed)

Call Margaret Sherrod, 676-6688



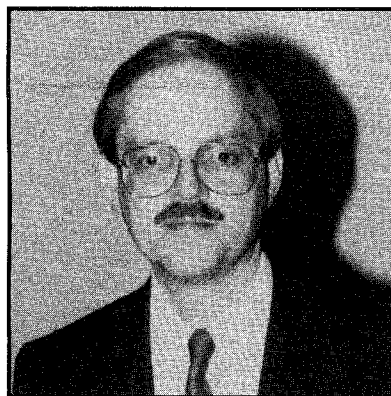
## 1991 Membership Marathon

### October Record Month

October was a record month for Membership. We had 14 new members join Atlanta IFMA. Five of these new members were from the Internal Revenue Service. Are there other Professionals in your company that are eligible to join IFMA? If so, see if you can recruit them. (You'll also get an IFMA Tee Shirt for getting someone to join.) Let's make November an even greater month.

### Welcome our new members for October:

- \* Harry Ludwig - King & Spalding
- \* Edward A. Driver - General Services Administration
- \* David H. Jameson - General Services Administration
- \* Sam Houson - Emory Univ. Graduate Housing
- \* Thom Smith - Southern Company Services
- \* Alvord Ling - Independent Consultant
- \* Thomas F. Jones - Ga. Tech. Research Institute
- \* Diane Wood - Prudential Bank & Trust
- \* Steve Cole - Southeast Health Services, Inc.
- \* Tom Barham - Internal Revenue Service
- \* Michael Woods - Internal Revenue Service
- \* Mike Earnest - Internal Revenue Service
- \* Dan Dalton - Internal Revenue Service
- \* Doug Hartshorn - Internal Revenue Service ■



### New Member

*Harry Ludwig, King & Spalding*

### Words to the Wise

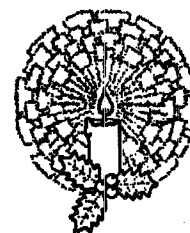
Read ads (contracts) carefully. What the big black type giveth, the spidery type may taketh away.

— Jane Bryant Quinn in *Newsweek*

## Upcoming Events

### December Luncheon

Date: Wednesday  
December 18, 1991  
Time: 11:45 a.m.  
Place: Lenox Marriott



Come join us for our second annual awards meeting and Christmas party. Awards will be given in four categories: (1) Overall achievement in facility management; (2) Project achievement in facility management; (3) Outstanding Allied member; (4) Outstanding Affiliate member. This festive holiday luncheon is for all IFMA Atlanta members and their bosses. Mark this date on your calendar and your employer's calendar.

Come help us celebrate the holidays and recognize the outstanding achievers in our midst.

### January Luncheon

Date: Wednesday  
January 15, 1992  
Time: 11:45 a.m.  
Place: Merchandise Mart, Monte Carlo Room  
Sonja Tablada of Facility Relocations will discuss *How to write a good RFP*. ■



## IFMA Membership Facts and Figures

Current membership figures	9/4/91	9/20/91
Professional	6,860	6,927
Associate	803	806
Allied	1,135	1,140
Affiliate	1,313	1,298
Academic	384	389
Life-Time	<u>38</u>	<u>40</u>
<b>Total Members</b>	<b>10,533</b>	<b>10,600</b>

Corporate Sustaining Members - 115  
Chartered chapters - 95 ■

**Cathy**  
...at  
her  
best



## IFMA Executive Committee

- ✓ **President:** James Pelger, Rockwell Int'l. Missile  
497-5613
- ✓ **Vice President:** Kim Weiss, Long, Aldridge and  
Norman  
527-4045
- ✓ **Secretary:** Tom Vernon, ADP  
980-2640
- ✓ **Treasurer:** Howard Chapman, Atlanta Legal Copies  
688-2222
- Past President:** Martha Osborne, DCA, 442-4004
- Regional Vice President:** Jean Lusso, The Coca Cola Company  
676-4053
- Atlanta Chapter:** P.O. Box 133, 1579-F Monroe Dr., NE  
Atlanta, Georgia 30324
- Secretarial Service:** Barnett Business Services  
P.O. Box 755, Cumming, GA 30130  
Atl. #: 681-5344

IFMA (Houston): 713-623-4362; 1-800-359-4362

### IFMA Chairpersons

- Awards:** Dorothy C. Harris, Contract Interior  
Consultant, 461-2805
- Education:** Attila Szekes, Solvay Pharmaceuticals  
578-5770
- ✓ **Public Relations:** Polly Harper, Wm. Leonard & Co.  
252-9700
- Job Bank:** John Steffes, Northern Telecom, Inc.  
661-5350
- ✓ **Membership:** Judy Barber, GTE Data Services  
551-1829
- Networking:** William Broome, Arthur Andersen  
223-7335
- Newsletter:** Martha Osborne, DCA  
442-4004
- Nominating:** Martha Osborne, DCA  
442-4004
- Programs:** ✓ Monica Stein, Osgood & Associates  
688-3600; Jaime Lanier, Interface ✓  
Flooring, 956-8660
- Social Events:** Kim Harden, Baker, Knapp and Tubbs  
266-0501
- ✓ **Sponsors:** Margaret Sherrod, Coca Cola USA  
676-6688

**Research Liaison:** Open - Need a volunteer

## 1991 Calendar of Events

### November

**November 9 -13** IFMA '91 Annual  
Conference San Diego, CA

Wed., November 20 Luncheon - Merchandise Mart  
Speaker: Terry Tennell, *In House*  
*Versus Outside Maintenance*

Thurs., November 21 Education Committee's  
Roundtable discussion on Mail  
Room/Copy Center Operations

Mon., November 25 Executive Com. Meeting &  
Newsletter deadline

Thurs., November 28 **Thanksgiving Day**

### December

December 3-4 Education Committee's  
"Managing Housekeeping and  
Custodial Operations"

Thurs., December 5 Education Committee's  
Supervisory Leadership

Mon., December 16 Newsletter deadline

Wed., December 18 Luncheon-JW Marriott Lenox  
Hotel - Annual Awards &  
Christmas party

Wed., December 25 **Christmas Day**

### January 1992

Wed., January 1 **New Year's Day**

Wed., January 15 Luncheon - Merchandise Mart  
*How to write a good RFP* by  
Sonja Tablada, Facility  
Relocations

Mon., January 20 Executive Com. Meeting &  
Newsletter deadline

### February 1992

Wed., February 19 Luncheon - Merchandise Mart  
Michael Bell, Commissioner of  
Finance, City of Atlanta

Locations and speakers are subject to change. Consult your  
monthly newsletter for verification. ■