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 be 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.
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 Lussos, 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.

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.

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Photographer: Jeff Reeves
Publisher: Barnett Business Svs.
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Member Spotlight
Malcolm Weiss

Professor Howie Didit, 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 managers, 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!

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

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 38 40
Total Members 10,533 10,600

Corporate Sustaining Members - 115
Chartered chapters - 95

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

New Member

Harry Ludwig, King & Spalding

Cathy...at her best

[Image of Cathy with note: Eight hours of work and my desk looks worse than when I got here]
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.