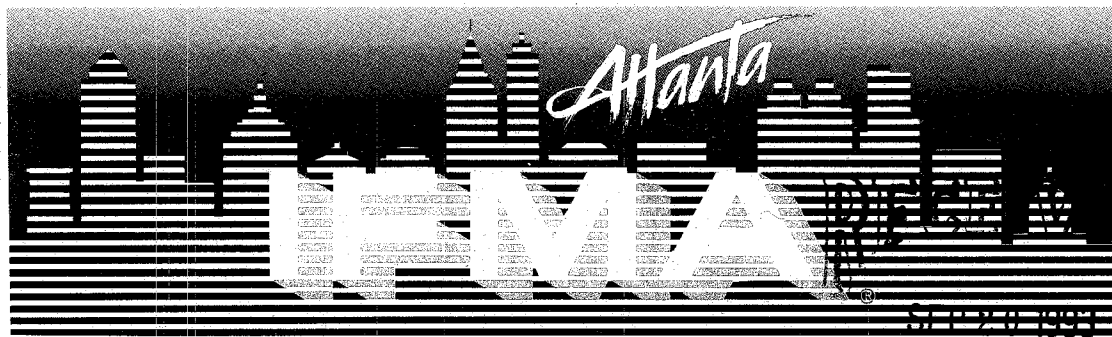


International Facility Management Association



September 1993

HENDRICK ASSOCIATES

Executive Board 1993

President:

Pete Conlin

BellSouth Enterprises, Inc.

(404) 249-4126

Vice President:

Don Brumbelow

Shaw Industries

(706) 275-3380

Secretary:

Mary Jo Doherty

(404) 581-7657

Treasurer:

Margaret Sherrod

The Coca-Cola Company

(404) 676-6688

Past President:

Kim Weiss

KEW Fundamentals

(404) 892-7190

Regional Vice President:

Lanny Felder

*Blue Cross/Blue Shield of
Florida*

IFMA Houston

International Headquarters

1 Greenway Plaza, E., 14th Floor

Houston, TX 77046

(713) 623-4362

(800) 359-4362

Topic:

Second Annual Vendors' Fair

Date:

September 22, 1993

Cost:

Free of Charge

Location:

Merchandise Mart

Reservations:

Brown & Spiegel, Inc., 351-3323

2nd Annual Vendors' Fair

The 2nd Annual Vendors' Fair will be held on September 22, 1993, from 12 Noon to 7 p.m. at the Atlanta Merchandise Mart. There will be over 60 exhibiting suppliers, and the Fair is free of charge.

Dr. Leonard Kruk of The Knoll Group is this year's guest speaker. He is being brought to Atlanta by The Knoll Group and Proformix. His topic will be "Office 2000 - Planning for Evolution." Dr. Kruk will hold two sessions, one at 12:30 p.m. and another at 4:30 p.m. Please call Brown & Spiegel, 351-3323, and let them know which session you plan to attend. Also plan to attend the happy hour from 5 p.m. to 7 p.m., sponsored by The Knoll Group.

This Fair will give you the opportunity to see products and services which are unique to facility managers and to other professionals from IBD, ASIA, BOMA, AIA, NACOR, CSI, ALA and ASIS.

Please see the President's Message for more information about the Vendors' Fair.

THANK YOU TO BARNETT BUSINESS SERVICES

IFMA would like to extend a Big Thank You for the team at Barnett Business Services for the professional service they have extended to IFMA over the past few years.

AUGUST LUNCHEON RECAP

This is a test:

What is a powerfloor? When, where and why would I want to know? Can flatwire be used in my office? Is it an expensive alternative? What wiring system has been used in my office? Do I need to upgrade? Are raised floors an alternative? How many reconstructions will be necessary? Or is this only used when planning office space? Do I want to plan the power raceways in the floor? Does that mean they must be set in the concrete? Should the wiring come through the ceiling, the walls, the concrete floor or a raised floor? Is systems furniture the answer for the wiring problem in my office, or do I need a combination of different systems? When can I install the various systems? What will work best for my company?

Can you answer any of these questions? If you were at the August IFMA meeting you at least know if you need to ask yourself these questions and more. You also know who to call for answers. The panel discussion on wire management was very informative, and we want to thank **Heather Pennycook**, Associate with Steve Lipton & Associates; **Nancy Burch**, Field Marketing Manager Systems Furniture with Steelcase Inc.; **Charles Manner**, Vice President Technical Sales, Professional Sales Associates; **David Limmer**, Sales Representative with Thomas & Betts Corporation; and **Ralph Sieja**, Manager of Sun Business Systems Atlanta Office for their part on the panel discussion on wire management systems.

President's Message



I can hardly believe it's September and our 2nd Annual Vendors' Fair is just around the corner. And a significant corner it is!

From its early inception I have always taken the position that the Vendors' Fair is not a money-making proposition for our Chapter. Yes, it is true we made money last year on our first Fair. But the intent of the Fair was and is to allow the Allied and Affiliate members the opportunity to present their products and services to the professional membership.

While the professional members make up 75% of the membership, it is the other 25% that provides us with the majority of the resources that sustain the Chapter. During the past year **Steelcase** has sponsored numerous educational sessions in their showroom; **Wegman Associates** has sponsored our "Tailgate Party"; **AlliedSignal Fibers** has contributed to various activities; the **Plant Peddler** has provided us with a monthly door-prize for our monthly meetings; and the list goes on and on.

Each of us have roles and responsibilities within the areas of jobs, church, family, trade associations, etc. One of the most important responsibilities we have in any activity is to support one another. And the Vendors' Fair provides us with a great opportunity to show our support and appreciation by showing up in droves. The 60 vendors who will be participating will have spent a lot of time, money and energy in preparing for this show.

This year the Vendors' Fair will also provide us with an educational opportunity. **Dr. Leonard Kruk** of **The Knoll Group** is this year's guest speaker. He is being brought to Atlanta by **The Knoll Group** and **Proformix**. His topic will be "Office 2000 - Planning for Evolution." Dr. Kruk will hold two sessions, one at 12:30 p.m. and another at 4:30 p.m. Also plan to attend the **Happy Hour** from 5 p.m. to 7 p.m., sponsored by **The Knoll Group**.

Pete

Pete Conlin

WELCOME !!!

Mr. Don Austin of EQUIFAX
has joined the ranks as a
Professional Member of IFMA.

Kathy Farley of King & Spalding is the recipient of the "free lunch" which is donated monthly by Jamie Lanier of Interface Flooring Systems.

Mr. George Yates of Steelcase was the lucky person who was able to walk away from our last meeting with a free plant given monthly by The Plant Peddler.

Thanks to Shaw Industries and Don Brumbelow for sponsoring an auction item to be used at the National Conference.

Vendors' Fair and Computer & Office Systems Show

Lisa Steckbeck with Steelcase is taking care of finding volunteers to be at the IFMA membership tables at both the Vendors' Fair on September 22 and at the Computer & Office Systems Show on October 27 and 28. Please call Lisa at 614-6118 and help her fill up the time slots.

IFMA's

Designing Woman . . .

Martha Osborne has designed a Great pin for the IFMA Chapter to take to Denver. We drew names at our recent Board Meeting for the person who would get the first one, and Steve Pelham was the lucky winner. Steve, Pete Conlin has your pin!

QUARTERLY CALENDAR

September

- 21-22 *IFMA-Records Retention New York, NY
and File Management Seminar
(800/359-4362)
- 22 2nd Annual Vendors' Fair
Merchandise Mart Atlanta, GA
- 28 Board Meeting Atlanta, GA
BellSouth Enterprises

October

- 10-13 IFMA Nat'l Conference Denver, CO
- 21 IFMA-ASID-IBD Atlanta, GA
"Managing the Future"
- 27 Board Meeting Atlanta, GA

November

- 17 Chapter Luncheon Atlanta, GA

*Each course provides 1.2 CEU credits.

Awards Banquet

If you want to sit as a group at the Tuesday night banquet, you should send your blue Banquet card with your name on the front and your hotel on the back by Thursday, October 7 to:

Martha Osborne at DCA
1000 Alderman Dr.
Alpharetta, GA 30202

Without the blue card in her hands, she cannot reserve your seat at the Atlanta tables--and everyone wants to sit with Atlanta. Martha is leaving Saturday morning, and needs the cards in hand by the end of the day Thursday, October 7. If your hotel is listed on the back, we can distribute the ticket to the front desk of each hotel. If you have questions, call **Martha** at 442-4002 or FAX them to 442-4359.

Atlanta Committee

Chairpersons

Awards: Dorothy Harris
Contract Interior Consultant
461-2805

Job Bank: Trish Meyer
Kaiser Permanente
365-4285

Education: To Be Filled

Membership Chair: Gene Meany

Prospective: Mike Denson
249-2542

New: Kathy Farley
572-4934

Directory: Bob Berntsen *BCBS*
842-8277

**Allied/
Affiliate:** Lisa Steckbeck
614-6118
Nancy Warner
395-1415

Newsletter: Haidee Courson
Wegman Associates, Inc.
368-0101
Fax: 263-9574

Nominating: Kim Weiss
KEW Fundamentals
892-7190

Programs: Steve Pelham
(706) 883-5206

Public Relations: Robin Bruce
Electrostatic On-Site
Services
428-9072

Positions Available Local Design Coordinator

Kaiser Permanente, the nation's largest HMO, is currently seeking a Design Coordinator for a long-term temporary assignment. Responsibilities include coordinating the efforts of staff and consultants in the space planning, design and equipping of new medical facilities. Position requires BS/BA, 2 years' project management experience to include planning and design work. CADD experience with a heavy emphasis on furniture and equipment systems required. Send resume to:

Kaiser Permanente
Attn: Human Resources
3355 Lenox Rd., Suite 1000
Atlanta, GA 30326

Out of State Project Management

A newly-created position is available with an expanding not-for-profit organization with responsibility for developing new nursing facilities and senior housing programs in several areas of New York state. Responsibilities will include critical path control, involvement in real estate, financing, marketing-related activities, and participation in related regulatory filings. Some travel is necessary. Requires a related college degree or an MBA and project management/real estate development experience. Health care experience a plus. Salary in low \$40's, fully paid health benefits. Send resume to:

BHA
Box #4673, 555 Madison Ave.
New York, NY 10022

For other local and out-of-state positions, please contact Trish Meyer at 365-4285 or send your current resume to Trish at Kaiser Permanente.

**Atlanta Chapter
August 24, 1993
Year-to-Date Actuals**

Income:	
Membership Dues	\$6,425.00
Subscriptions	1,050.00
Donations	3,275.00
Meetings	8,840.00
Donations-	
Regional Meeting	2,700.00
June Night Out	1,140.00
Vendors' Fair-Fees	<u>5,550.00</u>
 Income Subtotal	 \$28,980.00
Expenses:	
Membership	\$ 782.32
Luncheons	5,908.21
Public Relations	0.00
Newsletter	2,888.67
Postage	1,149.50
Secretarial Services	252.41
Executive:	
Travel	495.00
Foundation Donation	1,500.00
Other-Recert.	400.00
Awards	0.00
Other (P.O. Box, Service Charge, etc.)	938.52
Regional Meeting	3,367.43
June Night Out	483.00
Vendors' Fair	538.50
Accounts Payable	<u>.00</u>
 Expense Subtotal	 \$18,703.56
 Net Income (Loss)	 <u>\$10,276.44</u>

Since July 21, we have gained three new Corporate Members. These new members are:

**Asay Publishing
Ergodyne
Wits, Janney, Elstner
Associates Inc.**

We currently have 162 Corporate Sustaining Members; 108 Chartered Chapters; and 12 Organized Councils.

Membership Meeting

Kim Weiss recently attended a Membership Meeting in Houston. Kim brought back the following reasons from headquarters on why our growth is not as strong as it has been in the past:

1. Companies are downsizing.
2. People who were members are no longer in a facility position.
3. Companies are not paying for dues.

IFMA's Annual Meeting and House of Delegates Meeting will be held Sunday, October 10, in Room A-201 of the Colorado Convention Center in Denver prior to the start of IFMA '93. All chapter presidents were sent a letter with full instructions in early July. For further information, contact Bill Jones at 800-359-4362.

IFMA Headquarters Numbers to Remember:

Phone: 713-623-4362
or: 800-359-4362
FAX: 713-623-6124
Suggestions: 713-871-2062

GOLD SPONSOR

AlliedSignal Fiber

Facts and Figures

Our current membership figures are:

	<u>7/21/93</u>	<u>8/4/93-</u>
Professional	8,084	8,147
Associate	924	918
Allied	1,435	1,447
Affiliate	1,307	1,317
Academic	467	474
Life-Time	<u>63</u>	<u>63</u>
 TOTAL	 <u>12,280</u>	 <u>12,376</u>

TEN PROCESS IMPROVEMENT TIPS TO GUIDE EMPOWERED EMPLOYEE MEASUREMENT EFFORTS

1. Treat other people the way you would want to be treated.
2. Soft skills of leadership, motivation, attitude and creativity are important elements in driving organizational change.
3. People need a reason to change and a reason to measure their efforts (sometimes a catalyst or crisis is needed to get them going).
4. Everyone can show leadership in this area.
5. Implement measurement efforts in phases. Make the investment of time in helping people change so that you can later reap the dividends of results.
6. Measure frequently, and make everyone do their own work.
7. Make the numbers meaningful to people using them and tie them to company goals.

(Continued on Page 6)

TEN PROCESS IMPROVEMENT . . .
(Continued)

8. Display results and recognize people.
9. It's best to tie in measurement efforts with a system of process improvement (Benchmarking, TQM, etc.) that is already being implemented in your company.
10. Measure both quality and quantity, and don't forget that the purpose of measurement is to produce results.

IFMA '93 14th Annual
Conference and
Exposition on
Facility Management

October 10-13, 1993

The theme of IFMA '93, the Association's largest educational event of the year, is "Understanding the Workplace of Tomorrow." Attendees will enjoy informative keynote and general session addresses and networking and social events. In addition, the Conference features 52 concurrent educational sessions, 15 round tables and four tutorials.

LIABILITY ISSUES
AND
FINANCIAL
MANAGEMENT

The sixth in a series of business television events co-sponsored by the International Facility Management Association and Steelcase will be held in the Steelcase showroom on Tuesday, November 2, from 3:30 to 5:00 p.m.

OCTOBER
MEETING

The Georgia Chapter of ASID, IBD, and IFMA will present Robert B. Tucker, Futurist, Business Analyst and Author of "Managing the Future: The Ten Driving Forces of Change for the 90's," who will deliver the dynamic program entitled "Managing the Future: The Way to Survive and Succeed in the 90's." The program will be held on Thursday, October 21, 1993, at 6:00 p.m. at the Inforum.

"Outstanding motivational presentation," "right-on-target," "excellent research" are some of the comments made by Mr. Tucker's clients. Mr. Tucker will focus on issues specifically relating to shared concerns and interests regarding changes affecting facilities and design. He will demonstrate how to identify and implement these changes. Mr. Tucker encourages audience participation. The program is sponsored by Mohawk Carpets, AlliedSignal, Ivan Allen Co., Bell Mann, Capital Office Supply, Sprint and Xerox.

Hors d'oeuvres and beverages will be served at a reception prior to the program. Reservations are encouraged and can be made by calling

231-3968. The cost of the program is \$25.00 prior to October 15, and then the cost will be \$30.00.

SMOKING NAMED AS
NO. 1

Smoking is the *single, most preventable factor* in the rising costs of health care in America. And it will be difficult, if not impossible, to control medical costs until we control tobacco use.

This is the conclusion of a conference recently organized by the American Medical Association, where Congress was urged to support a \$2 federal excise tax on each pack of cigarettes. The present federal excise tax is 24 cents per pack.

As the price of tobacco goes up, the number of people who use it decreases. Tobacco use in Canada has fallen sharply in response to higher taxes.

It's estimated that the effects of tobacco use cost the U.S. health care system at least \$50 billion a year.

Source: American Medical News

"When you come to a
fork in the road,
take it."

-Yogi Berra