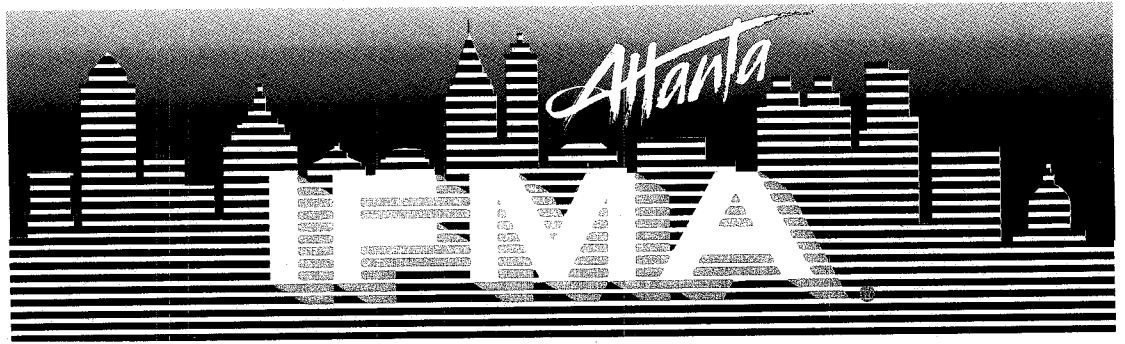


International Facility Management Association



Executive Board

1994

President:

Tom Vernon
*Automatic Data
Processing, Inc.*
(404) 980-2640

Vice President:

Gene Meany
Facility Consultant
(404) 604-5416

Secretary:

Harry Ludwig
King and Spalding
(404) 572-4902

Treasurer:

Allan Caddell
Atlanta Gas Light Company
(404) 584-4141

Past President:

Pete Conlin
BellSouth Enterprises, Inc.
(404) 249-4126

Regional Vice President:

Janeen Trevillyan
GTE Data Services

IFMA Houston

International Headquarters
1 Greenway Plaza, E., 11th Floor
Houston, TX 77046
(713) 623-4362
(800) 359-4362

Monthly Meeting August 1994

Topic: National Facility Challenges Within MCI
Date: August 17, 1994
Time: 11:30 Networking/ 12:00 Lunch Program
Cost: \$20 Members, \$30 Non-Members
Location: Marriott Perimeter
Reservations: Ashton Hall, 457-1427, 457-9808 (FAX)
By August 12, 1994

National Facility Challenges Within MCI

One of our own corporate members, MCI, will share some of their internal challenges to better serve their customers. **Reed Molitor** leads the national facility team for the Business Services Division. He will give an overview of their organization and approach to facilities.

Does everyone in a company need an office? What is the criteria to determine who does and who does not? **Bonnie Albaugh**, Facilities Manager - Northeast, will present on the "Virtual Office" concept and efforts within MCI to move in this direction.

"Outsourcing, out-tasking, downsizing, rightsizing," heard of it? been there? done it? **Wayne Battles**, Facilities Manager - Headquarters, will present the impact on effective facility management within MCI.

Spot market purchase? What does the business manager want? What budget for which project? Is there an influencer? Office Politics? **Lennon Irving**, Facilities Manager - Southeast, will speak to "Construction/Project Standardization within MCI.

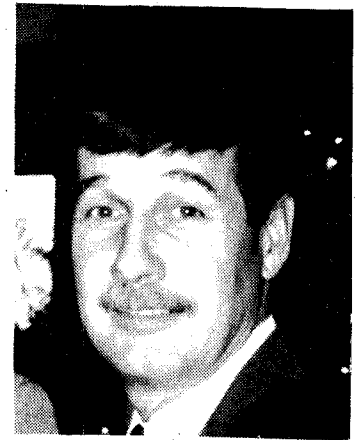
All great topics that each of our members deal with! In addition, a great insight to one of our own members' company. There will be a question and answer period after the presentation. **Make plans now and call to reserve your seat.**

1994 Committee Chairpersons

- Awards & Nominating:** Pete Conlin
BellSouth Enterprises
249-4126
- Education:** Mike Butler
Worldspan
563-7788
- Membership Chair:** Shirley Ammons
Canada Life Assurance Co.
953-1959, Ext. 216
- Prospective:** David Brucks
Facility Consultant
- New:** Kathy Farley
King & Spaulding
572-4934
- Directory:** Bob Berntsen
Blue Cross/Blue Shield
842-8277
- Allied/Affiliate:** Lisa Steckbeck
Steelcase, Inc.
523-2300
- Sponsorship:** Nancy Warner
Simuwear Corporation
396-5230
- Newsletter:** Susan Gray
Hendrick Associates
261-9383
FAX: 233-2131
- Program:** Steve Pelham
Milliken Carpets
641-3283
- Public Relations:** Malcolm Weiss
Malcolm Weiss & Assoc.
256-2040
- Job Bank:** Trish Meyer
Kaiser Permanente
365-4285

David Brucks
813-9143

President's Message



Over the past couple of years, we have seen the power of "mother nature," '93 midwest floods, hurricanes in Florida and the Carolinas, and the fires out west.

This year "mother nature" has paid a visit to our own state. I'm sure that you have seen the incredible devastation caused by the flooding this month in central and south Georgia. Thousands of people have been forced from their homes in more than 30 counties. Many of these families have lost everything they owned. As the extensive job of clean-up and repair begins, the needs of our fellow Georgians mount.

To help in a small way, the Atlanta IFMA Chapter will donate \$1,000.00 to the Red Cross for the flood relief fund. We ask that all of our chapter members help in any way possible toward the recovery. From information coverage on the news, people and support from many areas are responding in a big- big way.

Tom Vernon, CFM

WELCOME NEW MEMBERS !!!

Guy C. Chamberlain - Professional
Director, Facility Planning
Gwinnett County Public Schools

Nancy Hadley - Professional
Office Administrator
Hazlehurst & Associates

Sheryl Yetsko - Professional
Manager, Facilities Dept.
Long, Aldridge & Norman

TRANSFER MEMBERS

Heather M. Bamberg
Recycled Office Interiors
Student Member

Cheryl L. Waybright
Professional Member

GOLD SPONSOR
Collins & Aikman

BRONZE SPONSORS
Contract Marketing
Haworth, Inc.
Mohawk Carpets
Therrel - Kizer Roofing

EDUCATION UPDATE

I have received a copy of the recently published **'WHITE PAPERS on FACILITY TOPICS,'** Volume 1 from the Houston Office. Included are four articles titled:

- **Managing with Metrics: An Emerging Business Approach**
- **Agile Facilities: A Strategy for the 21st Century**
- **Interior Planning and Space Management: The Twenty-First Century Workplace**
- **Outsourcing: Before, During and After**

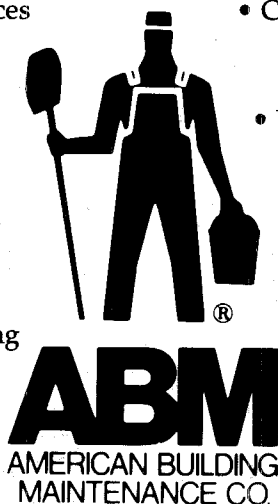
These articles were developed by fellow facility managers and are available via the Education Committee. If you would like to get a copy of these, please feel free to call me and I can fax or mail to you.

As stated in the July newsletter, a Roundtable is tentatively planned in September/October on "Strategic Facilities Planning." Previous roundtables have been well accepted and this topic should follow suit, based on the interest at the April luncheon. I am looking for a professional member who would be interested in assisting to organize and/or host this meeting at their facility.

Finally, the last date to take the Certified Facility Manager (CM) test in 1994, is Saturday, November 5th, before the start of the Annual Conference and Exposition in St. Louis. For additional information, call Mike Butler at 563-7788, the Atlanta Chapter Education Chair/Research Committee Liaison.

The Professional Way To Clean

- Janitorial Services
- Carpet Cleaning
- Wood Restoration
- Window Cleaning
- Pressure Washing
- Marble Restoration
- Parking Lot Sweeping
- Construction Clean-up



404-903-9340

4565 Winters Chapel Road . Atlanta, GA 30360

Cleaning America Since 1909

Quarterly Calendar

August 16, 6:00 p.m.

Board Meeting

Malcolm B. Weiss Associates

August 17, 11:30/12:00

Chapter Luncheon

Marriott Perimeter

September 20, 6:00 p.m.

Board Meeting

TBD

September 21, 11:30/12:00

Chapter Luncheon

TBD

"WAIT LISTERS"

Know how to become an overnight IFMA member? Just sponsor three (3) professionals for membership, and you jump to the **#1 Spot** on the wait-list. Then you're automatically up for membership.

RENOVATING?

We Can Help...

- Interior Design
- Programming
- Space Planning
- Furniture/Finish Specs
- Purchasing Assistance
- Installation Coordination
- Relocation Coordination
- Inventory Services
- Asset Management

Celebrating 10 Years of Service



RDA INTERNATIONAL

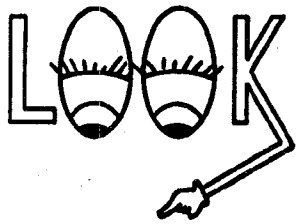
Susan Lawson, IBD • 658-5900

Peachtree Center • Atlanta, GA

A Leader in Facility Management Services

IFMA INFORMER

- SUBJECT:** Harry L. Ludwig, III, CRM, FAI, Director of Facilities & Office Services at King & Spalding
- HAILS FROM:** Originally, Miami, Florida; however, Atlanta (*Marietta area*) has been home for over 15 years.
- FAMILY TIES:** Married to Penny; two daughters, Dorielle, 14, a freshman at Harrison High, and Diana, 9, entering the 4th grade at Ford Elementary.
- BACK TO SCHOOL:** Graduate of the University of Miami, Coral Gables, Florida (*Hurricane Fan*)
- OFFICE HOURS:** Prior to joining King & Spalding in 1991, Harry managed corporate administrative services for Contel Corporation, headquartered in Atlanta. While at Contel, he designed, created and implemented a comprehensive records and information management program which received national attention in 1988, winning the Olsten Award for Excellence. As Director of Facilities & Office Services at King & Spalding, Harry has overall responsibility for management, maintenance, security and improvements to 270,000 + square feet of Class A office space (*the top 11 floors of the 191 Peachtree Tower*). Additionally, he directs the many administrative and office services required to support the firm's daily operations.
- Harry is a member of, and has been active in, a number of professional associations including ARMA International, ICRM and IFMA. Leadership positions he has held include chapter president, international conference chairman, international president and chairman of the board. Harry is an honorary life member of ARMA International and its Atlanta Chapter and is the third inductee of The Company of Fellows, the Association's highest honor. After hours, as a speaker, Harry has addressed many groups around the country, as well as in Hawaii, Canada, New Zealand and Australia; has authored a number of articles; served on Gwinnett Tech's Business Education Advisory Committee; has done consulting work for the Atlanta Committee for the Olympic Games and served, by appointment of Georgia's Secretary of State, on the Vision 2000 Committee.
- AFTER HOURS:** Harry enjoys traveling with his family including weekend jaunts to the mountains. He also enjoys woodworking projects, reading and entertaining.
- BASIC BUSINESS PHILOSOPHY:** Support services are in business to serve their internal customers; service is their product. The same concepts of quality customer service should be applied in product delivery that the firm or organization of which they are a part applies in serving its customers.
- SECRET OF SUCCESS:** Feedback. Followup with customers to let them know their needs are being taken care of.
- MOST IMPORTANT ACHIEVEMENT:** Several: Marrying Penny - Having two terrific daughters. Serving as President & CEO of an international professional association. Winning the Olsten Award. Joining the most prestigious law firm in the southeast.
- TO BE OR NOT TO BE:** Not wanting to pursue relocation, deciding what career course to follow after the acquisition of Contel by GTE.
- THE READING LIST:** Books by John Grisham including *A Time To Kill*, *The Client*, *The Fir*, *Pelican Brief* and *The Chamber*. Also, to keep up to date, trade and professional publications.
- I HATE IT WHEN THAT HAPPENS:** Potentially avoidable mistakes are made in the delivery of services to customers.
- HIGH ANXIETY:** Being asked the one forgotten detail in an important presentation or budget review.
- THE CHALLENGER:** Time . . . to do things with family and, at the same time, balance the demands of an active career including participation in professional organizations and networking groups, vital to keeping current with the pace of change in today's workplace.
- MIRROR, MIRROR:** To lead by example.



PROGRAMS COMMITTEE needs you!

Would you like to donate your time to organizing one (*1 only!*) meeting in the upcoming year? Easier than you think . . . Call Steve Pelham (641-3283) for 1995 dates.

PROGRAMS

Would you like to share your facilities department with IFMA - Atlanta? Host a meeting at your facility (or Marriott) and share your organization, tour, and key goals/challenges. We asked that you can find seating for up to 60-75 people and IFMA will cater lunch in. This is a great way for FM's to learn what each other does, and see a glimpse of the operations. Call Steve Pelham (641-3283) for a late fall or 1995 date.

PLAN AHEAD

Don't forget to make your luncheon meeting reservations by Friday before the Wednesday lunch. We are getting lots of calls the day before the lunch and late reservations reek havoc with getting the right number of lunches prepared, producing name tags, and tracking attendance. In addition to phoning your reservation, you may fax it to Ashton Hall at 457-9808 (FAX) 457-1427 (telephone).

Thanks to our July Panel of Experts on HVAC and Carpet Maintenance. IFMA appreciates the valuable information shared by our panel consisting of **Jim Wyatt** with AirCond, **Tim Yount** with Feerer & Associates, **Ed Pollard** with CARTER, and **Martha Osborne** with DCA. Ann Steele with Siemens did a great job coordinating the program and speakers.

THANKS TO ALL !!!

Allied/Affiliate members and "waitlisters" please remember that IFMA is for facility managers and improving the profession of Facility Management. The chapter welcomes your participation to add to the learnings and knowledge of the professional members. However, please do not force your products or services on a member at a monthly meeting. Provide them this information on **your** time, away from our meetings. There are several areas within the chapter to get your company noticed or publicized in the proper forum. Be a "giver," not a "taker." The long term success of our Atlanta chapter needs your support in many areas. Thank you.

IMPORTANT REMINDER

If you are interested
in participating/chairing
a committee for
1995
please contact
Gene Meany
at
604-5416.

AWARDS NOMINATIONS

Pete Conlin

One thing I am sure we all enjoy receiving, and probably feel we don't get enough of, is recognition. A word of encouragement, a pat on the back, or a simple 'Well Done' can certainly turn a bad day into a great day.

Each December at our annual Awards Banquet, the Atlanta IFMA Chapter members have the opportunity of passing on such recognition to four deserving associates. The members, through their nominations, select two professionals and two allied/affiliates to be recognized for their contributions to their companies as well as the Chapter. The awards are:

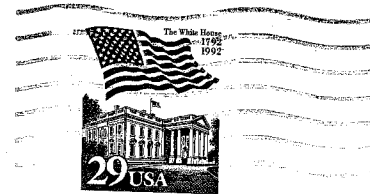
The **Distinguished Member Award** is presented to a professional member for outstanding contributions to IFMA and the profession of facility management. He/She represents the best in leadership and is a credit to their organization, their community, IFMA, and the facility management profession.

The **Achievement in Facility Management Award** is presented to a professional member whose facility management program, idea or project has successfully contributed to the effective management of his/her organization's facilities.

The **Outstanding Affiliate Member Award** and **Outstanding Allied Member Award** are presented to that affiliate and affiliate member in recognition of their contributions of time, energy and moneys in support of the Chapter.

Nomination ballots for these awards will be sent to the professional members in the near future. Please take the necessary time to reflect on who you feel is deserving to receive these awards, complete the form, and return it to me. I certainly will appreciate it and I am sure our winners will.

And by the way, the next time you see a co-work, your spouse, or your child, tell them how much you appreciate all they do for you. It will make them, as well as you, feel better.



IFMA

MR. JAMES A. LANIER
INTERFACE FLOORING SYSTEMS, INC.
2859 PACES FERRY RD NW STE 2000
ATLANTA, GA 30339-6216

International Facility Management Association
Atlanta Chapter
Box 133
1579F Monroe Drive, N. E.
Atlanta, Georgia 30324