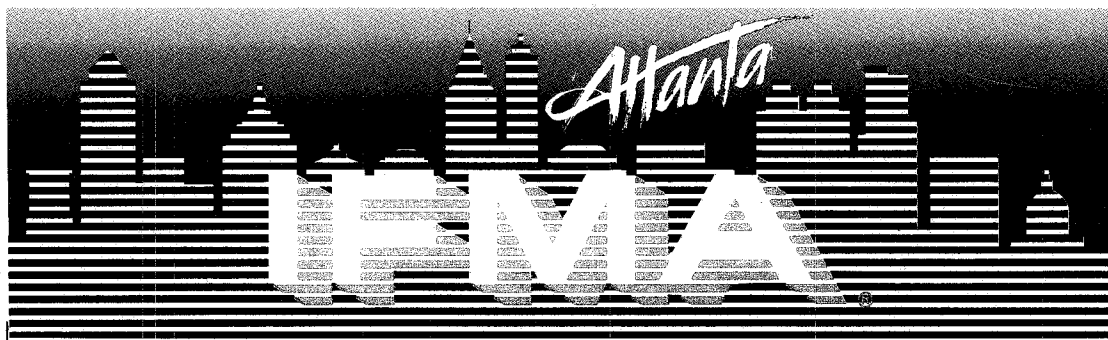


International Facility Management Association



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

November 1994

Topic: SHARING RALLY
Date: November 16, 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 November 11, 1994

Our number one attendance program of the year!

The third IFMA-Atlanta SHARING RALLY is on November 16 at the Marriott Perimeter Center.

Plan on attending and hearing our own members talking about their facilities. The topics range from overviews of the FM staff and responsibilities to actual projects recently completed. Those confirmed to speak at press time are:

Shirley Ammons

Terry Robertson

Allan Caddell

Bob Shuffield

Canada Life Assurance

Primerica Financial

Atlanta Gas Light Company

NEC

Can you afford to miss the facilities networking from this meeting? Come, support your peers; after all, you might be asked or volunteered for the next Sharing Rally!



1995 Programs Committee

As we continue to improve our programs within the Atlanta Chapter, we need your help. Our surveys state that the members want to see each others' facilities. If you are willing to share your facility to host a meeting (*meal can be catered*) please let us know. All we ask is that you share your facility after the meeting with a tour for all interested. Large conference rooms or auditoriums are great (seating for approx. 75 people).

Do you have expertise in **Office Technology** (*computers, software communications, etc.*)? What about **Office Furniture** and an **Ergonomic Update**? Topics of interest concerning **Healthcare** and **Manufacturing** facilities? We are thinking of potential 1995 meetings. Would you like to run one of these or other programs? Call **Steve Pelham (404-641-3283)** with questions and ideas.

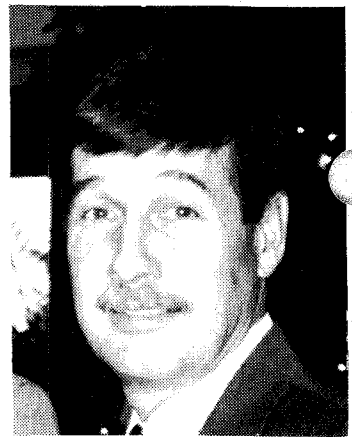
**1994 Committee
Chairpersons**

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. 523-2201
Sponsorship:	Nancy Warner 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

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Therrel - Kizer Roofing

President's Message



We are approaching the time of year of change . . . seasonal change, time-clock change, and very soon the change of chapter officers. I would like to take this opportunity for some reflective thoughts on 1994 in the Atlanta IFMA Chapter.

First of all, I would like to thank our chapter officers for their time, effort, and support:

Gene Meany - for his knowledge of chapter activities and leadership as **V.P.**

Harry Ludwig - for his attention to detail and organizational skills as **secretary**.

Allan Caddell - for maintaining our financial status as **treasurer**.

Pete Conlin - for his support and advice.

The success of the chapter this year was due to the chapter officers' efforts PLUS an outstanding group of chapter members that worked on the various committees. The Committee Chairpersons and their committee members are the "worker-bees" of the chapter. I do not have the space to properly express my appreciation to each and every committee member for their dedication, hard work, and commitment of time. I will say very briefly: Mike, Shirley, Lisa, Nancy, Susan, Steve, Malcolm thank you for your outstanding contribution to the chapter.

Our objectives for the chapter this year were to make it "The Year Of Learning" and increased membership. We were successful in both areas. The variety of programs month-to-month had us involved in sharing rallies, detailed information presentations, and a very funny presentation by Jeff Justice, "Humor in the FM'ers World." The programs resulted in excellent attendance at our monthly meetings. A number of guests turned into members, which enabled the chapter to exceed a goal of 200 in membership.

We have had a good year in '94 and chapter members can look for an even better year in '95. To ensure that the chapter goes forward, the board members recently conducted a very successful weekend "strategic planning" retreat at the Milliken World Headquarters in Spartanburg, South Carolina. Our thanks to Steve Pelham and Milliken for the use of the facility and the hospitality extended by the staff.

Yes, it's been a good year; next year will even be BETTER.

Tom Vernon
President

IFMA POLO SHIRTS - If you are interested in purchasing a shirt before the November meeting, contact **Gene Meany** at **604-5416**. Gene will also have a few shirts with him in St. Louis for those of you attending the National Conference. **Cost is \$25.00.**



October Wrap-Up

To say that we were all on the edge of our seats and the time just flew by would be the best way to describe Bill Leonard's presentation on ***The Atlanta Office Market: The Last 12 Months.***

Bill provided us with a fascinating view of how the metropolitan area of Atlanta is growing. He identified that while many large companies are downsizing, the demand for offices in our area is at an all time high. This growth, he reported, is coming from the smaller companies, predominately high tech type of companies, that are growing and expanding in leaps and bounds.

Bill went on to state that the vacancy rate of Class A & B type buildings, excluding the southside, downtown and midtown areas, is running at approximately 7-9%. This situation has catapulted landlords into the drivers' seat when it comes to negotiating office space leases. Furthermore, Bill feels that the demands for office space will continue to grow in these areas, especially along the Georgia 400 corridor.

Current interest rates, coupled with the disdain for pre-leasing in the Atlanta area, are the reasons he cites for the lack of new construction.

His advice was for us to establish the leverage in our favor when negotiating by:

- a. Becoming more knowledgeable about available office space.
- b. Becoming more knowledgeable about our clients' needs.
- c. Becoming more knowledgeable about the landlords' needs.

Good advice for all.

By the way, Bill graciously volunteered to participate in our 1st Annual Golf Tournament next year.

WELCOME TO OUR NEW MEMBERS

*Our membership total is now at 202!
This group is made up of 159 professional facilities managers and 43 allied/affiliate members.*

James E. Anglin - Professional
Senior Facilities Administrator
Allmerica Financial

Jean Hunnicutt - Professional
Facilities Planning, Mgt.
Consultant
Heery International, Inc.

Larry Peters - Professional
Facility Manager
Koll Management Services

Sally Smith - Associate
Manager, North Service Center
Fulton County

Thomas Stantin - Professional
Facilities Manager
Allmerica Financial

FINANCIAL REPORT
1/1/94 through 10/18/94

INFLOWS

'93 Awards	250.00	
Advertisement	1,075.00	
Dues	7,179.00	
May Night	2,400.00	
Meeting	12,644.14	
Sponsors	3,500.00	
Table Top Dis.	300.00	
Wait List	1,260.00	
Inflows - Other	25.23	
TOTAL INFLOWS		\$ 28,633.37

OUTFLOWS

'93 Awards Mtg.	251.00	
Contribution	1,000.00	
IFMA '94	684.00	
May Night Out	803.00	
Meals	9,375.46	
Newsletter	3,781.42	
Office Supplies	99.75	
Postage	731.46	
R.E. Council	134.23	
Reference Mat	75.95	
Secret. Svcs.	4,260.77	
Service Charge	67.34	
Outflows - Other	0.00	
TOTAL OUTFLOWS		21,264.38

OVERALL TOTAL **\$ 7,368.99**

GCTV FUND RAISING

Our Atlanta IFMA Chapter will be helping to handle the phones for one of GPTV's Channel 8 fund raising drives on Saturday, December 3, from 12:30 p.m. to 6:00 p.m. This will be our community service **"hands on"** project for the 1994 calendar year; and will, in addition to helping public television, also gain greater visibility for our local IFMA chapter. If you would like to participate in this fun-filled IFMA project, please contact **Mal Weiss (Tel: 256-2040; FAX: 256-2120)** and add your name to the volunteer list.

The Atlanta Committee for the Olympic Games is looking for surplus furniture as an unconditional donation. Your donation can be deducted as a charitable contribution.

We are looking for all types of office, classroom and event furniture. Be a part of the Olympic Spirit and the Olympic Team. Your contribution will help us put on the best games ever. Thank you in advance.
Barbara Desmond (404) 224-5490.

OFFICE CREEPERS

- by Harry L. Ludwig, III, CRM

Many offices today are being plagued by an increasing problem ... "office creepers." **Office creepers?** In the event you are one who has not yet dealt with this issue, **what**, you may wonder, **is an office creeper?**

Office creeper is a term coined by police and security personnel to describe thieves who enter offices on seemingly legitimate business and, once inside, are very adept at locating unsecured valuables and quickly disappearing with them. Items of particular interest to office creepers include laptop and notebook computers, dictation equipment, small audio/visual equipment, wallets, credit cards, cash, tickets, stamps, etc. In short, anything of value that can be taken easily and swiftly.

Creepers are bold individuals who enter offices under fictitious guises. Many dress as service workers (*cleaning staff, delivery personnel, maintenance workers*) having "obtained" uniforms and/or badges. Others dress professionally in business attire. Often, creepers will carry clipboards or other "official" papers to increase the perception they are present for legitimate reasons. If people are gathering for a luncheon, reception or other function, many creepers will speak to one or more of the individuals present as they pass. Doing so further adds to the appearance of propriety.

If confronted as they check out office space, the usual creeper response is to appear "lost" or suddenly "confused." They may reply that they are looking for someone (*who, of course doesn't work for the organization*) or that they must be on the wrong floor, or perhaps they have mistakenly come into the wrong building.

Unfortunately, the approaching holiday season brings more office creepers out and into offices everywhere. The season of giving is also a season of taking!

How best to deal with this growing crime phenomenon?

1. Be alert to who is in your work and office area. If you are ever unsure of someone in your space, stop the individual and ask questions. When challenged, office creepers, wanting to avoid suspicion, will usually quickly depart.
2. Never leave purses or other personal valuables in the open or in unlocked drawers. (Office creepers can enter an individual's office, go through all unlocked drawers and be gone in well under a minute!)
3. Wallets should not be placed in pockets of coats and jackets which are out in the open (*on the back of a chair, an office table, sofa, etc.*)
4. Brief cases containing items of value should not be left open or unattended.
5. Whenever anyone gives you reason to be suspicious, step aside and phone security, facilities or whatever other department is available as an emergency resource.
6. Keep all exterior/entrance doors to your office closed and locked except during normal business hours. Propping a door open early in the morning or after hours is an invitation to an office creeper.
7. Be sure your office area is adequately staffed during lunch hour. Office creepers are aware of the times of day when there is apt to be little or no staff present.

Remember, office creepers are usually very practiced at their "trade." Don't assume your space is impenetrable because of a security or receptionist presence. Offices everywhere, often class A and in the best areas, are being plagued by this problem. If office creepers are to be kept out of your space, facilities and security departments need everyone's assistance.

Planning For A Better Chapter

Gene Meany, Vice President

The executive board and committee chairs recently spent a day and a half together developing a strategic plan for the chapter, for the coming year and beyond. The planning session was hosted by Steve Pelham, Milliken Carpets, and was held at the Milliken Research & Customer Center in Spartanburg, SC. The offsite location enabled the group to focus on team building and strategic planning with no outside interruptions. To assist in determining ways to improve the chapter, the group evaluated "IFMA best practices" from sister chapters around the country. We had some very lively discussions and identified numerous ideas that we are anxious to implement. But it was also reassuring that there are some things that are worthy of imitation that we are doing right here in Atlanta.

One thing became very clear during our discussions, **WE NEED YOUR HELP!** To better serve you, our members, and to ensure that IFMA and especially the Atlanta Chapter is meeting your professional needs, we need your input. Please take the time to complete the enclosed survey and bring it to the November meeting or return it to the address indicated.

As with any strategic plan, this process to improve the chapter is ongoing. But it was the consensus of the group that the weekend was worthwhile and a productive start to the process. Judge for yourself.

Thanks to all the chapter officers and committee chairs who made the ultimate sacrifice, a Saturday(!), to participate in the retreat. A special thank you to Steve Pelham and Milliken for sponsoring the event.



Education Update

Strategic Facilities Planning (SFP) was discussed by professional members at the Atlanta Chapter sponsored roundtable session in early October. This roundtable provided an opportunity to informally discuss the importance of developing a SFP which supports the business plan and allows Facility Management personnel to demonstrate bottom line impacts of strategic business decisions.

Over the next 2 hours, each member participated in the discussion to relate their experiences, questions and interests in the components of an SFP package. A typical plan would include office capacity, current headcounts, projected headcounts over a defined period (6 months to 2 years), office standards, lease expiration windows, life cycle planning of capital equipment along with any corresponding action plans as dictated.

As it was highlighted, the primary benefit of performing SFP results from the establishment of communication between senior management and Facility Management to be considered in the discussion process of future business decisions.

If you are interested in hosting a future roundtable or have a subject you would like discussed, please call Mike Butler at 563-7788, the 1994 Atlanta Chapter Education Chair/Research Committee Liaison.

IFMA INFORMER



- SUBJECT:** Joanne Cole, CFM - Unisys Corporation (*an international computer hardware, software and services organization*) Site Coordinator - Ashford Perimeter, Atlanta.
- HAILS FROM:** Born and raised in New Orleans, LA. Has spent adult life in the mountains of Tennessee and North Carolina and here in Georgia.
- FAMILY TIES:** Single parent of two teenage sons, Joshua and Jesse.
- BACK TO SCHOOL:** Assoc. of Science in Business Administration
IFMA Certified Facility Manager (CFM)
- OFFICE HOURS:** At Unisys I am responsible for the smooth operation of our 165,000 SF regional marketing headquarters. My administrative duties include charge-back allocations to the various units in the facility as well as purchasing, contract, and bid negotiation for all facility-related requirements, from copiers and fax machines to contract maintenance.
- AFTER HOURS:** Enjoy outdoor activities from backpacking to jetskiing on the lake, amateur sportscar racing fan, avid baseball fan, avid reader.
- BASIC BUSINESS PHILOSOPHY:** Charles Schwab's secret of successful management: (1) make a list; (2) put priorities in order; and (3) do the list!
- MOST IMPORTANT ACHIEVEMENT:** Raising two sons on my own.
- THE READING LIST:** Historicals (Civil War-Medieval England-American West). Sword and Sorcery. Anything by Ann Rice or Taylor Caldwell.
- I HATE IT WHEN THAT HAPPENS:** The baseball strike.
- HIGH ANXIETY:** Public speaking.
- RECENT FM ACCOMPLISHMENT:** In accordance with re-negotiated lease, successfully vacated, cleared and prepared 50,000+ SF of space for give-back to the landlord. Entailed extensive work to demo/retrofit in excess of 100 tons of HVAC, 15,000 SF of computer room environment and related equipment and existing LAN wiring, as well as the pre-historic TDI/coaxial, ethernet, thin net, thick-net (*you name it - we've had it in the last ten years*), disassembly of over 100 workstations, PROM Center, multiple tape libraries, and last but certainly not least, cleaning up 7,000 SF (*and 10 years' worth*) of storage rooms in basement of building.
- BIGGEST FM CHALLENGE:** Other than cleaning the basement?? Continuing to provide First Class Service to my customers in an increasingly economically stringent environment - in other words - Putting filet mignon on the table with a macaroni and cheese budget in my wallet!



Thank you for assisting us in ensuring that the chapter is meeting your professional needs. Please return at the next chapter meeting, or to the address on the reverse side.

Name _____ Title _____
Company _____
Address _____
City _____ Zip _____ Phone # _____ Fax # _____

1. Please indicate your membership classification:

☐ Professional ☐ Associate ☐ Allied/Affiliate/Wait List ☐ Academic ☐ Lifetime

2. Please indicate which program topics would be of interest to you in 1995 (check all that apply):

- | | |
|--|---|
| <input type="radio"/> Benchmarking/Best Practices in FM | <input type="radio"/> Liability Issues Facing FMs |
| <input type="radio"/> CAFM/Managing Facilities Data | <input type="radio"/> Negotiation Skills |
| <input type="radio"/> Certification: Process/Update | <input type="radio"/> Outsourcing/Partnering |
| <input type="radio"/> Disaster Planning & Recovery | <input type="radio"/> Phaseout of CFC's |
| <input type="radio"/> Demystifying Technology (voice & data) | <input type="radio"/> Politics of Facility Management |
| <input type="radio"/> Ergonomics: Cost Effective Programs | <input type="radio"/> Presentation Skills |
| <input type="radio"/> Facility Job Description Profiles | <input type="radio"/> Quality in Facility Management |
| <input type="radio"/> Healthy Office/Indoor Air Quality | <input type="radio"/> Records Management |
| <input type="radio"/> Hoteling/Telecommuting/Virtual Office | <input type="radio"/> Securing Your FM Career |
| <input type="radio"/> Information Super Highway as FM Tool | <input type="radio"/> Upper Management Communication |
| <input type="radio"/> ISO 9000 - What Is It? | <input type="radio"/> Violence in the Workplace |
| <input type="radio"/> Other _____ | <input type="radio"/> Other _____ |

3. Please indicate your preferred meeting time (check only one):

- | | |
|---|--|
| <input type="radio"/> Morning/breakfast: 7:30 - 9:30 am | <input type="radio"/> Late afternoon: 4:00 - 6:00 pm |
| <input type="radio"/> Noon/lunch: 11:30 am - 1:30 pm | <input type="radio"/> Evening/dinner: 6:00 - 8:00 pm |

4. Please indicate which of the following IFMA-sponsored activities would interest you (check all that apply):

- | | |
|---|--|
| <input type="radio"/> Facility Tours | <input type="radio"/> Braves Night Out |
| <input type="radio"/> Roundtable discussions | <input type="radio"/> Golf Outing |
| <input type="radio"/> Vendors Fair | <input type="radio"/> Evening Social Activity (w/Spouse) |
| <input type="radio"/> Joint Meeting w/Sister Associations | <input type="radio"/> Other _____ |

5. Please answer the following questions regarding certification:

- a. Are you interested in becoming a Certified Facility Manager? ☐ Yes ☐ No
- b. If yes, would you like to participate in study groups? ☐ Yes ☐ No

6. Indicate your willingness to assist with one of our chapter committees regarding:

- | | | |
|--|--|-----------------------------------|
| <input type="radio"/> Allied/Affiliate Relations | <input type="radio"/> Membership | <input type="radio"/> Programs |
| <input type="radio"/> Education | <input type="radio"/> Newsletter | <input type="radio"/> Sponsorship |
| <input type="radio"/> Job Search Services | <input type="radio"/> Public/Commun. Relations | |
| <input type="radio"/> not at this time, but my company would like to host a meeting or contribute financially. | | |

(over please)

The following information is intended for a proposed chapter resource directory, to facilitate the sharing of information/knowledge/experiences between members.

7. For Professional/Associate Members, Company type (check only one):

- | | | |
|---|---|--|
| <input type="radio"/> Academic Facilities | <input type="radio"/> FM Consulting | <input type="radio"/> Legal Services |
| <input type="radio"/> Aerospace/Electronics | <input type="radio"/> Gov't/Public Sector | <input type="radio"/> Manufacturing |
| <input type="radio"/> Church/Religious Facilities | <input type="radio"/> Health Care | <input type="radio"/> Retail |
| <input type="radio"/> Computer/Software Devel. | <input type="radio"/> Hospitality | <input type="radio"/> Research & Development |
| <input type="radio"/> Financial Svcs. | <input type="radio"/> Insurance | <input type="radio"/> Utilities |

For Allied and Affiliate members, business type (check only one)

- | | | |
|---|---|---|
| <input type="radio"/> Accessories Dealer/Rep. | <input type="radio"/> FM Outsourcing Services | <input type="radio"/> Landscaping (int./ext.) |
| <input type="radio"/> Arch./Int. Design/Eng. | <input type="radio"/> Food & Beverage Services | <input type="radio"/> Legal Services |
| <input type="radio"/> Art Consultant | <input type="radio"/> Furniture Dealer | <input type="radio"/> Moving & Storage Svcs. |
| <input type="radio"/> CAD/CAFM Service/Sales | <input type="radio"/> Furniture Installer | <input type="radio"/> Property Management |
| <input type="radio"/> Carpet/Floorcovering | <input type="radio"/> Furniture Manufacturer | <input type="radio"/> Real Estate Services |
| <input type="radio"/> Communications Consult. | <input type="radio"/> Furniture Repair | <input type="radio"/> Security Services |
| <input type="radio"/> Environmental Services | <input type="radio"/> Gen. Contracting Services | <input type="radio"/> Textile Manufac./Sales |

8. Your Responsibilities (check all that apply):

- | | | |
|---|--|---|
| <input type="radio"/> Asset Management | <input type="radio"/> Maintenance | <input type="radio"/> Security |
| <input type="radio"/> Construction Managemt. | <input type="radio"/> Other Building Services | <input type="radio"/> Space/Facility Planning |
| <input type="radio"/> Design | <input type="radio"/> Purchasing | <input type="radio"/> Strategic Planning |
| <input type="radio"/> Engineering | <input type="radio"/> Real Estate | <input type="radio"/> Telecommunications |
| <input type="radio"/> Environment/Health/Safety | <input type="radio"/> Reprographics/Mail Svcs. | <input type="radio"/> Other _____ |

9. Based on your experience, select four issues for which you can be a chapter resource:

- | | | |
|---|--|--|
| <input type="radio"/> Abatement | <input type="radio"/> Fleet Management | <input type="radio"/> Records Management |
| <input type="radio"/> Asset Management | <input type="radio"/> Food Service Management | <input type="radio"/> Recycling |
| <input type="radio"/> Banking/Finance | <input type="radio"/> Furniture Purch./Inventory | <input type="radio"/> Relocation Management |
| <input type="radio"/> Budget Development | <input type="radio"/> Furn./Space Standards | <input type="radio"/> Reprographics/Mail svcs. |
| <input type="radio"/> CAD/CAFM Systems | <input type="radio"/> Hazard. Material Handling | <input type="radio"/> Roofing |
| <input type="radio"/> Child Care | <input type="radio"/> HVAC Systems | <input type="radio"/> Security |
| <input type="radio"/> Computer Rooms | <input type="radio"/> Interior Construction | <input type="radio"/> Shell Construction |
| <input type="radio"/> Consultant Selection | <input type="radio"/> ISO 9000 | <input type="radio"/> Show Room |
| <input type="radio"/> Contract Negotiation | <input type="radio"/> Master/Strategic Planning | <input type="radio"/> Temp./Humidity Control |
| <input type="radio"/> Corporate Art | <input type="radio"/> Medical Facilities | <input type="radio"/> TQM |
| <input type="radio"/> Customer Service | <input type="radio"/> Manufacturing/Test Areas | <input type="radio"/> Training Facilities |
| <input type="radio"/> Design Coordination | <input type="radio"/> Outsourcing of Operations | <input type="radio"/> Transportation |
| <input type="radio"/> Disaster Planning | <input type="radio"/> OSHA, EPA, etc. | <input type="radio"/> TV/Video Conferencing |
| <input type="radio"/> Environment/Health/Safety | <input type="radio"/> Partnering | <input type="radio"/> Virtual Office |
| <input type="radio"/> Ergonomics | <input type="radio"/> Project Management | <input type="radio"/> Warehousing Systems |
| <input type="radio"/> Facilities Reorganization | <input type="radio"/> Real Estate Acquis/Dispos. | <input type="radio"/> Waste Management |
| <input type="radio"/> Fitness Centers | <input type="radio"/> Service Measurement | <input type="radio"/> Work Order Systems |

Please bring this to the next chapter meeting, or mail to IFMA - Atlanta, Attn: Membership, Box 133, 1579F Monroe Drive, NE, Atlanta, GA, 30324.

THANKS FOR YOUR ASSISTANCE IN MAKING ATLANTA A BETTER CHAPTER