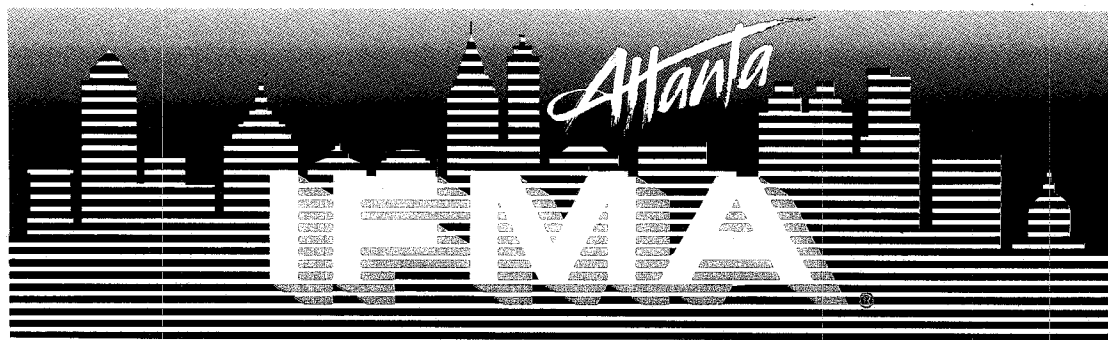


# International Facility Management Association



IFMA Atlanta • P.O. Box 56688 • Atlanta, Georgia 30343

## EXECUTIVE BOARD 1995

**President:** Gene Meany  
*Facility Consultant*  
(404) 604-5416

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(404) 584-4141

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*Automatic Data Processing*  
(404) 980-2640

## SUSTAINING PATRONS 1995

### APCO

Atlantic Business Systems  
Bell-Mann, Inc.  
Bentley Mills, Inc.  
Carithers, Wallace  
& Courtenay  
Cecil Malone Company  
Choate Construction  
Company  
Contract Marketing  
Farrington Design Group  
Herman Miller, Inc.  
Interior Installations  
Consultants, Inc.  
Moore Copies, Inc.  
Pointe Services, Inc.  
Royal Cup, Inc.  
Steelcase Inc.

## Monthly Meeting

**Wednesday, May 17, 1995 - Atlanta Renaissance Hotel**

**Topic:** ALTERNATE OFFICING - A CASE STUDY

**Date:** Wednesday, May 17, 1995

**Time:** 11:30 AM - 1:30 PM

**Cost:** \$20 Members, \$30 Non-Members, Wait List and Guests

**Location:** Atlanta Renaissance Hotel *(see map on page five)*

**Reservations:** Ashton Hall, 457-1427, 457-9808 (FAX) by May 12, 1995

## ALTERNATE OFFICING - A CASE STUDY

Christine H. Neldon, Director of Facilities for Andersen Consulting and Arthur Andersen in Atlanta, Ga., will present a program on how her company devised a more efficient space utilization plan. For Andersen Consulting, the plan included conversion of manager offices into hoteling space. The conversion occurred in a six week period with minimal construction. Arthur Andersen developed an alternate officing concept to assign individuals dedicated space but hotel it when not in use. Ms. Neldon will discuss how the concepts were developed and implemented.

Christine Neldon, CFM, is responsible for facility planning and design, lease negotiations and management, long-term planning and capital budgeting and planning. She also is a founding member and past president of the Atlanta Chapter of IFMA and served on the IFMA International board for nine years in various positions, including president in 1991. The Arthur Andersen Worldwide Organization has more than 72,000 personnel in 74 countries. Its global practice is conducted by member firms, in 358 locations, through two business units: Arthur Andersen LLP for audit, tax, business advisory and specialty consulting services; and Andersen Consulting LLP for strategic services, application software products and FOUNDATION application development tools.

## President's Message *by Gene Meany*

### EXPANDING OUR HORIZONS

One of the missions of IFMA, at the international as well as local level, is to promote the professional development of its membership. I want to bring to your attention two examples of our efforts in this area.

On the international front, we have all been hearing a lot about World Workplace '95, but what exactly is it? It was a subject of discussion at the recent regional leadership conference that Harry Ludwig and I attended in Charlotte, so maybe I can shed some light on it. Yes, it is IFMA's annual conference, plus a whole lot more! Also participating will be many other

*- continued on page two-*



## APRIL PROGRAM RECAP

Haworth Inc. was pleased to sponsor Dr. Leonard Kruk, a Certified Systems Professional and futurist at the April IFMA Luncheon. A noted lecturer and author specializing in office automation trends and research, Dr. Kruk takes a holistic approach in tuning the office environment to maximize the productivity of the end-user. Workplace "ergonomics" and the effects of technology that impact the way we work today was the specific topic of discussion. Dr. Kruk provided us with the latest information from a Cornell study that was recently released, as well as reviewing solutions to conform to the current ergonomic legislation in place today.

Education and training to facilities and user groups is essential in order to minimize the risk of job-related injury and loss of productivity. Elements of the work environment from seating to lighting and computer integration were presented through a slide presentation. Dr. Kruk's presentation was specifically planned to be in conjunction with the Ergonomics Exposition and Conference being held across the hall at the Galleria Convention Center. Coupons for free admittance to the Expo were provided by Haworth for those interested in seeing the latest ergonomic products available.

Dr. Leonard Kruk, C.S.P., can be reached at 201-305-8238, 92 Mandeville Ave., Pequannock, NJ 07440.

### 1995 Committee Chairpersons

Award & Nominating:	Tom Vernon, <i>Automatic Data Processing, Inc.</i> • 980-2640
Education:	Mike Denson, <i>BellSouth Corp.</i> 249-2542
Membership Chair:	David Brucks, <i>Johnson Controls</i> 813-8143
Allied/Affiliate:	Lisa Steckbeck, <i>Steelcase, Inc.</i> 523-2201
Sponsorship:	Nancy Warner • 396-5230
Newsletter:	Susan Gray, <i>Hendrick Associates</i> 261-9383 • FAX: 233-2131
Program:	Steve Pelham, <i>Milliken Carpets</i> 641-3283
Community Service:	Malcolm Weiss, <i>Malcolm Weiss &amp; Associates</i> • 256-2040
Career Services:	Pete Conlin, <i>Project Management Services</i> • 302-0105
Public Relations:	Susan Lawson 881-6347
Regional Vice President:	Janeen Trevillyan, <i>GTE Data Services</i>
IFMA Houston	International Headquarters 1 Greenway Plaza, E, 11th Floor Houston, TX 77046 (713) 623-4362 • (800) 359-4362

## EDUCATION COMMITTEE

*Mike Denson*

The Education Committee has grown by one more member, to a total of five. Bill Thorpe, of Thorpe Building Services, Inc., has recently joined our group. Welcome, Bill, we appreciate your willingness to help.

We held our first roundtable discussion in March. The topic was "Facility Planning for the Summer of 1996." The session was well attended (17 attendees) with a good mixture of members and other interested parties. The discussion was lively, informative and eye-opening. A special thanks goes to Ken Gwinner for sharing his experience and knowledge with the group. Look for the upcoming announcements about future roundtables on this and other subjects.

The EC (Education Committee) has recently finalized a goals and objectives document that outlines specific education plans for the chapter for the remainder of this year and it will serve as a planning base for future years. Michael Anderson is developing a PC-based tool to document and track the EC's programs. We'll share this with you in the near future.

A part of our plan provides for the organization and staffing of the EC, itself. Ann Steele has created a model staffing chart, three years out, for us to use in bringing new committee members in at just the right time to maintain a good mix of skills and knowledge while maintaining the continuity and momentum we'll need for programs in the coming years. You other committees out there ought to look at this for application to your groups, as well. By the way, we'll be looking for another EC member in July. If you are interested, let us know.

We are currently working on establishing CFM study groups for those members who are interested in becoming a CFM. We plan to introduce this at a roundtable/panel discussion/seminar (*what a mouthful!*) in late summer. Kathy Porter, CFM, has drafted a questionnaire that will be going out to the other 16 CFM's in Atlanta to get their advice and opinions on our plans. We would appreciate a quick turnaround on that, please.

We would also like to hear from the rest of you. Give us your expectations and opinions, then let us know how we're going. See you at the next roundtable!

## MARK YOUR CALENDARS NOW FOR THE 1st ANNUAL IFMA GOLF OUTING

Monday, September 11<sup>th</sup>, 1995  
River Pines Golf Club - Alpharetta  
*All proceeds to be donated to the  
Habitat for Humanity*

Sponsorship & Registration Information  
to be mailed in the near future.

## President's Message

*-continued from page one-*

associations involved in buildings and facilities. Why? To expand your educational and networking opportunities and to enhance the value of the event to all attendees. By bringing all building-related professionals under one roof, just think of the opportunities to cross-pollinate! IFMA will have the usual seminars and round tables that focus on topical issues in facilities management. But other associations will also be having seminars pertinent to their constituents that may be of interest to you. Will it dilute the experience for FMers? Definitely not. Since IFMA is the driving force behind the event, you can be sure that the focus will be on the facility. In addition, you will recognize many features from previous conferences (keynote speakers, awards banquet, etc.) that will make you feel right at home. Look for your World Workplace catalogue of events in the mail soon. For now, mark your calendar for September 17-20, 1995.

Here in Atlanta, you may have already noticed the section in this newsletter advertising the scheduled courses in the facilities management educational tract offered by the Building Owners and Managers Institute (BOMI). This is a direct result of the efforts of your chapter leadership and that of the local BOMA chapter to build a better relationship between the two organizations. Since our interests are so similar, it was agreed that information sharing is appropriate and long overdue. To this end, members of both organizations will be able to attend the programs of either organization at the member rate. This includes the course offerings of BOMI, the educational arm of BOMA. So look for the BOMA program calendar in future newsletters, and feel free to take advantage of this opportunity.

If you are aware of any other educational offerings that you think would be of benefit to your colleagues, please let us know, and we will pass it on.

## CAREER SERVICES

by Pete Conlin

### NEW ASSIGNMENTS:

David Brucks, formerly with Amoco, is now the Facilities Manager with Johnson Controls Worldwide Services, Inc. They are located in Alpharetta. Also, Ed Rondeau is now the Director of Consulting Services for the Corporate Business Facilities Division of Johnson Controls Worldwide Services, Inc. Ed was formerly with BDO Seidman.

### OPPORTUNITIES:

Cathcart Allied Storage Company is looking for an office

and industrial relocation coordinator. Qualified candidates will have the ability to coordinate projects with dispatch assist in proposal preparation and provide general administrative duties. Salary is \$23 - 25,000.

**PLEASE** keep me posted on any facility related jobs that you become aware of so that I can pass this information onto those who are networking. I can be reached at 518-3219.

Thanks for all of your help.

## MARCH RECAP

### "A Macro Approach to Outsourcing"

Ray Bayley, EVP of Stein & Company, gave an excellent presentation on the topic of Outsourcing. In putting together an all encompassing facility program, Ray mentioned the "5 R's":

Steve Pelham

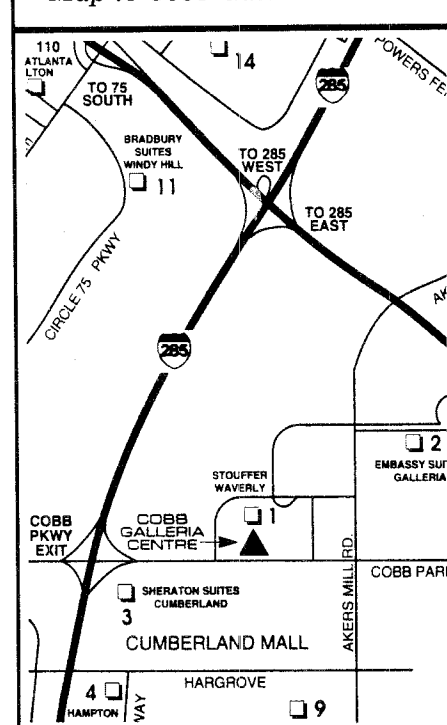
- "R"elationship =
1. **Role** of customer, planner and contractor.
  2. **Responsibility** of all parties.
  3. **Rights** Those that are fixed and refusal.
  4. **Risks** of each party including capital and inventory items.
  5. **Rewards**, especially the psychic benefits to the employees. Financial rewards to all parties and shareholders.

Ray also mentioned the crucial "Transition" stage. This allows those involved to get used to the new environment over a 90 day period rather than the typical one (1) weekend.

By outsourcing, companies can relieve themselves of a non-core business function and a large portion of fixed assets. Stein & Company applied these practices in their joint venture with CRSS and AMERITECH. Ray said that the new facility company hired only Ameritech facility employees and have retained over 99% due to the process they followed.

A challenging presentation on a challenging topic to all of our members. Please let our officers know if you would like to see additional outsourcing topics addressed. Ray Bayley's overheads will be available through Steve Pelham (800) 241-4826, ext. 8209.

Map to Cobb Galleria Center



### NEWSLETTER SUBMITTALS

For anyone wishing to submit information, articles, advertisements, or any other IFMA related "stuff" to the newsletter, the deadline is the 15th of each month prior to the month of its publication. Information can be faxed to Susan Gray, Hendrick Associates, at 233-2131.

### OLYMPIC UPDATE



Atlanta 1996

The Atlanta Regional Commission (ARC) is offering a program to direct corporations in assisting employees with transportation issues. **COMMUTE CONNECTIONS** will give facility managers access to the nation's most comprehensive resource of commute options, program information and services. Your employees can benefit from this before, during, and after the Olympics. Contact the Atlanta Regional Commission coordinators, Julie Brown (364-2638) or Buddy Alves (364-4244). There is no charge for this service.

# WELCOME NEW MEMBERS

Stephen E. Binion  
Facilities Manager,  
Southeast Region  
Sprint  
Professional

Frank Farrington  
President  
Farrington Design Group  
Affiliate

Sheila S. Foster  
President  
Foster Business Interiors Inc.  
Allied

Cynthia Holder  
Administrative Services  
Coordinator  
Health Images, Inc.  
Associate

Robin Rose  
Office Services Manager  
Alexander Howden  
North America, Inc.  
Associate

Pamela Wagner  
Director, Administration  
Allegiant Physicians Services  
Associate

**TRANSFERRED:**  
George K. Clovin  
Director Facilities  
Kell Facilities Services, Inc.  
Professional

## ERGONOMICS EXPOSITION & CONFERENCE April 18 - 20 • Cobb Galleria Centre

### ERGONOMICS CONFERENCE

Preliminary Program  
April 18 - 20, 1995



#### Additional Session Topics To Be Covered

- Back to Work: Structuring the Workplace for Disabilities
- Controlling the Environment: Office and Manufacturing Design
- Ergonomic Office Design on a Shoestring
- Getting the Employee Buy-In: Ergonomic Training Programs
- How to Reduce Stress and Increase Productivity in the Workplace
- Safety in the Work Environment
- The Sixth Sense: How Ergonomics Sharpens Sight in the Workplace
- Rehabilitation After Workplace Injuries
- Trends in Worker's Compensation Issues
- Voodoo Ergonomics vs. Real Ergonomics

**FREE TO  
IFMA MEMBERS**

**Tuesday, April 18, 1995\***  
Exhibit Hall Open 9:00a.m. to 4:00p.m.

- 8:00a.m. - 8:50a.m.  
Concurrent Keynote Sessions: Ergonomic Regulatory Updates
- K1 The Regulatory Framework for Ergonomics: Clarifying the New OSHA Regulations  
Roger Stephens, Director, Office of Ergonomic Support, Occupational Health & Safety Administration (OSHA)
- K2 "Ergonomizing" the Workplace: Legislation, Standards and ANSI Guidelines  
Rani Lueder, C.P.E., President, Humanics ErgoSystems, Inc.
- 9:00a.m. - 10:30a.m.  
Concurrent Sessions
- 1a To Be Announced
- 1b To Be Announced
- 10:30a.m. - 1:00p.m.  
Exhibit Viewing Time
- 1:00p.m. - 2:30p.m.  
Concurrent Sessions
- 2a The Evolution of an Ergonomics Program: A Texas Instruments Case Study  
Edward Thompson, Engineering Supervisor, Chairman of Ergonomics Committee, Texas Instruments
- 2b Work Stations and Chairs: Choosing the Right One for the Job  
Roberta Carson, President, ErgoFit, Inc.
- 2c To Be Announced
- 2d To Be Announced
- 2:30p.m. - 3:30p.m.  
Exhibit Viewing Time
- 3:30p.m. - 4:30p.m.  
Concurrent Sessions
- 3a Applying Ergonomics to the Whole Organization: A Fruit of the Loom Case Study  
H. Merritt Cobb, VP Safety and Ergonomics, Fruit of the Loom, Inc.  
William Hargan, Corporate Ergonomics Director, Fruit of the Loom, Inc.
- 3b Why Many Ergonomic Programs Fail  
David Alexander, President, Auburn Engineers
- 3c The Gender of Ergonomics: Individual Risks for Men and Women  
Stewart B. Leavitt, Ph.D., Director, Leavitt Medical Communications  
Speaker is Sponsored by M&H-Hatcher, Inc.
- 3d To Be Announced

**Wednesday, April 19, 1995**  
Exhibit Hall Open 9:00a.m. to 4:00p.m.

- 8:00a.m. - 8:50a.m.  
Concurrent Keynote Sessions
- K3 Psychosocial Workplace Issues  
Marilyn Joyce, President, The Joyce Institute
- K4 To Be Announced
- 9:00a.m. - 10:30a.m.  
Concurrent Sessions
- 4a How to Fit Ergonomics Into Your Wellness Program  
Margaret Schaefer, Project Director, Johnson & Johnson Advanced Behavioral Technologies
- 4b Ergonomics Research: Causes of CTDs in the Office  
Carla Springer, C.J. Springer & Associates  
Speaker is sponsored by the Ergonomics Consortium
- 4c To Be Announced
- 4d To Be Announced
- 10:30a.m. - 1:00p.m.  
Exhibit Viewing Time
- 1:00p.m. - 2:30p.m.  
Concurrent Sessions
- 5a Productive Work Breaks: Re-energizing in the Office and on the Manufacturing Floor  
Philip L. Witt, Ph.D., P.T., Associate Professor of Physical Therapy, The University of North Carolina at Chapel Hill
- 5b Getting Back to Work: Job Video Analysis of Workplace Injuries  
Pamela McConnell, R.N., Ergonomic Nurse Consultant, Medical and Rehabilitation Management Services
- 5c To Be Announced
- 5d To Be Announced
- 2:30p.m. - 3:30p.m.  
Exhibit Viewing Time
- 3:30p.m. - 4:30p.m.  
Concurrent Sessions
- 6a Office 2000: The Challenge of Biomechanics, Acoustics, Lighting and Air Quality  
Leonard B. Kruk, Partner, Engel Picasso Kruk Associates  
Speaker is Sponsored by Indoor Environmental Quality Alliance
- 6b The Lifting Dilemma: Theory and Practice  
Jerome J. Congleton, Ph.D., P.E., C.P.E., Associate Professor and Director, National Science Foundation Industry/University Cooperative Research Center, Texas A&M University
- 6c To Be Announced
- 6d To Be Announced

**Thursday, April 20, 1995**  
Exhibit Hall Open 9:00a.m. - 3:00p.m.

- 8:00a.m. - 8:50a.m.  
Concurrent Keynote Sessions
- K5 Measuring the Benefits of Ergonomics  
Christin Grant, Ph.D., Consultant and Research Fellow, University of Michigan
- K6 To Be Announced
- 9:00a.m. - 10:30a.m.  
Concurrent Sessions
- 7a Solutions to Low Back Pain Discomfort for the Office Worker  
Dr. Roger Singer, Chiropractor, Glenville, New York  
Speaker is sponsored by the American Chiropractic Association
- 7b Building Access and Structuring the Workplace for People with Disabilities  
Sarah Endicott, OTR/L, Coordinator, Accessibility Group, Georgia Institute of Technology
- 7c To Be Announced
- 7d To Be Announced
- 10:30a.m. - 1:30p.m.  
Exhibit Viewing Time
- 1:30p.m. - 2:30p.m.  
Concurrent Sessions
- 8a A Case Study on Ergonomics at the Chrysler Corporation  
Dan Catau, Occupational Safety and Health Specialist, Chrysler Corp.  
Billy Thompson, Health & Safety Representative, United Auto Workers
- 8b Prevention of CTDs: Early Identification of Problem Areas  
Dr. Scott Jaeger, Orthopedic Surgeon, Health South Rehabilitation Company
- 8c How to Set Up An Ergonomic Workstation on the Factory Floor  
Richard Benoit, Market Manager, KI
- 8d To Be Announced

**ERGONOMICS  
EXPOSITION &  
CONFERENCE**  
Cobb Galleria Centre  
Atlanta, Georgia  
April 18-20, 1995

## IFMA INFORMER - Allan Caddell

**SUBJECT:** Allen Caddell - Facilities Manager for Atlanta Gas Light Company

**HAILS FROM:** Born in the low country of South Carolina (Moncks Corner, SC), reared in Augusta, Ga., Atlanta has been home for the past 16 years.

**FAMILY TIES:** Married to Ellen for the past 10 years.

**BACK TO SCHOOL:** Received a Bachelor of Science in Civil Engineering Technology from Southern Tech. Scheduled to graduate in June 1995 from Mercer University with a Master Degree in Technology Management.

**OFFICE HOURS:** Responsibilities include planning, designing and construction of the corporation's facilities, which currently consist of some 80 facilities containing approximately 1.2 million sq. ft. Maintaining a forty acre complex consisting of five buildings and 300,000 sq. ft., as well as maintaining the company's compressed natural gas stations throughout the state.

**AFTER HOURS:** Most of my hours are spent studying or completing projects that are due for class. However, when time allows, I enjoy snow skiing, tennis and investing.

**BASIC BUSINESS PHILOSOPHY:** To provide the best product and service in the most effective manner.

**MOST IMPORTANT ACHIEVEMENT:** While most achievements include the assistance of others, probably the largest single achievement was to find the courage to complete a long-time desire to sky dive from 10,000 ft.

**THE READING LIST:** Currently all readings are text books, the latest is "The Principles of Capital Budgeting."

**I HATE IT WHEN THAT HAPPENS:** When people do not think.

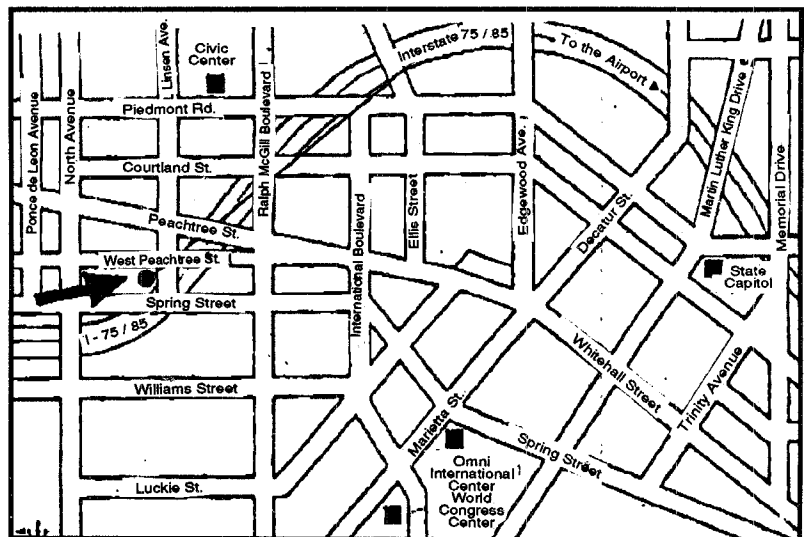
**HIGH ANXIETY:** When an assignment is completed and due, but the computer and printer decide to take a break.

**RECENT FM ACCOMPLISHMENT:** Completed an in-depth study of the company's operations for a corporate re-engineering.

**BIGGEST FM CHALLENGE:** Successfully implemented and completed the plans associated with the Re-Engineering Process.

### IFMA-ATLANTA ROUNDTABLE DISCUSSION

**TOPIC:** BUILDING SECURITY  
**DATE:** JUNE 22, 1995  
**TIME:** 2:00 P.M.  
**PLACE:** SPRING ROOM • SECOND FLOOR  
BELLSOUTH HQ  
1155 PEACHTREE STREET  
**LIMIT:** 25 ATTENDEES  
**RSVP:** MIKE DENSON, 249-2542



MAP TO ATLANTA RENAISSANCE HOTEL  
590 West Peachtree Street • Atlanta, GA 30308 • (404) 881-6000



International Facility Management Association  
Atlanta Chapter  
P.O. Box 56688  
Atlanta, Georgia 30343

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## **I.F.M.A. - Atlanta Chapter**

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### **BOMA ATLANTA Programs • May - December**

- |              |  |
|--------------|--|
| May 17 - Wed | 8:30 - 11:45 "How to Avoid Tenant Bankruptcy Problems." 3 hour seminar, team of attorneys. |
| May 17 - Wed | 12:00 noon Luncheon; Speaker: Joel Stone, "ACOG's Transportation Plan."                    |
| May 22 - Mon | FMA/RPA Course begins: "Design, Operation and Maintenance of Building Systems, Part 2."    |
| May 23 - Tue | 8:30 - 11:45 "Managing Real Estate Assets: Technology Strategies for the 90s and Beyond."  |
| Sep 13 - Wed | 12:00 noon Luncheon; "BOMA Trade Show." Cobb Galleria Centre.                              |
| Sep 25 - Mon | FMA/RPA Course begins: "Design, Operation and Maintenance of Building Systems, Part 1."    |
| Oct 11 - Wed | 1200 noon Luncheon: "Joint Meeting with IREM." Speaker: TBA.                               |
| Nov 8 - Wed  | 12:00 noon Luncheon: Speaker: TBA.   |

Contact BOMA for more information (404) 825-0116.