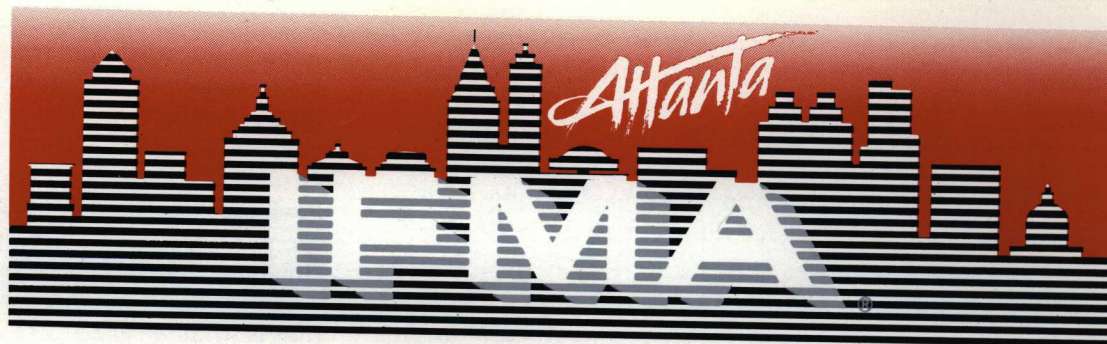


International Facility Management Association



IFMA-Atlanta • P.O. Box 43306 • Atlanta, Georgia 30336-0306

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Monthly Meeting Wednesday, March 20, 1996

Topic: Olympic Games Transportation Update
Date: March 20, 1996
Time: 11:30 a.m. - 1:30 p.m.
Cost: \$20 Members;
\$30 Non-Members, Wait List & Guests
Location: Cobb Galleria Centre
Call: IFMA Office (770) 948-3963 or FAX (770) 745-9164

Olympic Games Transportation Update

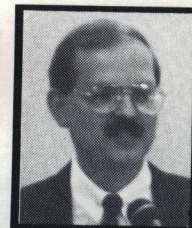
Joel F. Stone, Jr., Director of Transportation for the Atlanta Committee for the Olympic Games (ACOG), will provide us with an overview and update of ACOG's Olympic Transportation System (OTS). Joel has been assigned to ACOG on a full-time basis by the Atlanta Regional Commission (ARC), where he is the Director of the Department of Planning and Programming. Joel has held this position since Fall 1991 and brings to ACOG extensive education and background in Civil Engineering, as well as 24 years of experience with the ARC. Joel is sure to captivate and motivate IFMA-Atlanta in a presentation designed to transport spectators and the Olympic Family Members throughout the City of Atlanta and State of Georgia during the Games. Then Joel will focus on the impact all this will have on our city's and state's business community. This presentation, combined with your questions for Joel, will make for a program no FMer should miss.

President's Message by Harry Ludwig, III

The "I" in IFMA....

Those of our members who have been a part of IFMA for a number of years are probably aware that our Association began in 1980 as the **National Facility Management Association (NFMA)**. With the acceptance into membership of a growing number of Canadians, NFMA's name was subsequently changed to the **International Facility Management Association (IFMA)** . . . the name we all know today.

The Association headquarters in Houston provides chapter leadership with detailed membership reports. When reading a recent membership report, I was struck with just



-continued on page two-

how **international** IFMA is! In this report, membership statistics are detailed for each of IFMA's 120 chapters (in the USA and "overseas") along with membership statistics for no fewer than 39 (*thirty-nine!*) other nations!

IFMA membership now spans the globe. From Canada south to Argentina in the western hemisphere; from Norway in the eastern hemisphere all the way south to South Africa; in the far east from China and Japan south to Australia you will likewise find IFMA members!

In addition to a growing number of "members-at-large" in many countries, of the 120 chapters in the **International Facility Management Association**, at this writing, 17 chapters are outside the USA. IFMA members visiting any of the following cities can join their colleagues in attending IFMA meetings at *local* chapters.

Brussels, Belgium	Mexico City, Mexico
Buenos Aires, Argentina	Milan, Italy
Calgary, Alberta, Canada	Montreal, Quebec, Canada
Edmonton, Alberta, Canada	Ottawa, Ontario, Canada
Halifax, Nova Scotia, Canada	Regina, Saskatchewan, Canada
Helsinki, Finland	Stockholm, Sweden
Hong Kong	Taipei, Taiwan
London, Ontario, Canada	Toronto, Ontario, Canada
Vancouver, British Columbia, Canada	

As our Association continues to grow and mature, we can look forward to more chapters being formed in many other countries whose IFMA membership now consists of "members-at-large" including:

Australia	Indonesia	Puerto Rico
Austria	Ireland	Portugal
Barbados	Israel	Singapore
Bermuda	Japan	South Africa
Brazil	Korea	Spain
China	Malaysia	Switzerland
Columbia	Mauritius	United Arab Emirates
Denmark	Netherlands	United Kingdom
France	Nigeria	Venezuela
Germany	Norway	Virgin Islands

The above lists of "overseas" chapters and nations with growing numbers of "members-at-large" are evidence that facility management exists around the world. Moreover, they are testimony to the fact that colleagues in the profession worldwide are learning about, joining and finding value in the **International Facility Management Association**.

With mass communications and the "global economy," few would doubt that ours is truly an *international* world. Many IFMA members work for multinational corporations. Other IFMA members, such as

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yours truly, work for firms and organizations which are fortunate to have *international* clientele. And, as IFMA members, we are all colleagues in an *international* Association ... one that is becoming more *international* virtually every month. As Association President, Dennis Longworth, said recently to chapter presidents and vice presidents assembled in Houston, "We have to think of our Association and what we do in an *international* context ... because that is what we are."

All of the above being the case, let's remember what the "I" in IFMA stands for in reference to our Association's name, its *international* headquarters and the *international* conference many of us attend each year, with colleagues from many nations. We should no longer say "national" when we speak (or write) anything about the **International Facility Management Association**.

Of course, our creed applies to IFMA members in all chapters—in all nations.

No Deposit; No Return

FEBRUARY LUNCHEON RECAP

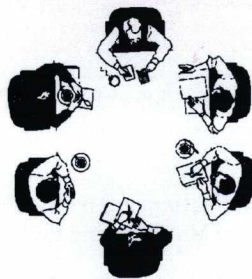
Mike Anderson, Manager of Administrative Services for Reynolds & Reynolds and a Professional IFMA member, took more than 70 IFMA members and guests on a ride down the Information Super Highway at the monthly chapter meeting on Wednesday, February 21st. And what a wonderful trip it was. Mike, who is a self-confessed Internet "junkie" and a respected Internet Home Page designer, took those attending the meeting to many Internet Sites including IFMA locations such as Dallas and Silicon Valley.

Mike filled an 8-foot projection screen with a clear color image of a prerecorded tour of the Internet. The demonstration was presented as what a day might be like if we were Internet users. As we woke in the morning we called up a copy of that morning's issue of the Hong Kong's daily newspaper—just because we could. Then we visited NBC's Weather Net where we received a five day local weather forecast. After some other interesting sites it was lunch time and we placed an on-line pizza delivery order for chapter President Harry Ludwig that included all his favorite toppings. In the afternoon we got down to business and made travel plans booking hotel and flights complete with confirmations and directions. We strolled around some IFMA home pages and discovered that there are endless articles, information and interaction on just Facilities Management.

Mike did all of this in a delightfully entertaining way and generated many questions from members. Mike spent a great deal of time composing this presentation and we would like to thank him for one of the best programs IFMA-Atlanta has seen.

IFMA ROUNDTABLE DISCUSSION

Facility Planning for the Olympic Games



- DATE:** Thursday, March 28, 1996
- TIME:** 2:00 p.m. until 4:00 p.m.
- LOCATION:** BellSouth Corporate HQ
1155 Peachtree Street
- LIMIT:** 25 IFMA Members Only
Please RSVP to Mike Denson
404/249-2542

This discussion for IFMA professional, associate, allied and affiliate members only, will complement the March luncheon program from ACOG. If your facility plans are in place, this is a great opportunity to benchmark them with others. If you haven't started your plans, the information at this meeting will save you some much needed time. Don't miss it!

Nobody Wins . . . in the Elusive Game of Telephone Tag

You call and leave a message. The person you called returns your call and leaves a message for you. It's a game of tag where no one wins.

To touch base with business contacts:

- **Avoid calling at "dead times."** Calls made between 11:45 a.m. and 2:30 p.m., after 4:45 p.m., and on Friday afternoons are less likely to find people in their offices.

- **Answer any questions** when you return a call—even when none were asked. Example: "If Mr. West needs updated information about Thursday's meeting, please tell him that I will arrive at the Waldorf Hotel lobby at 3 p.m." In many cases, this strategy will eliminate the need for a return telephone call.

- **Fax it instead.** Rather than make a call, send a fax. This is especially effective when you have statistics or other complex information to convey. Often, your contact will be able to review your fax message before calling you back. This streamlines your communication.

— From "9 To 5"

MARCH ANNOUNCEMENTS



• ARCHIBUS/AUTODESK SEMINAR

Facility Resources, Inc. will be hosting a **FREE** half-day seminar with ARCHIBUS and Autodesk on **"How to Build a CIFM Enterprise... As Easy As 1-2-3."** This seminar will show you how the two FM industry standards—ARCHIBUS/FM and AutoCAD—work together to provide indispensable management tools that can benefit an entire organization. The seminar will be held from **8:00 a.m. until noon on Thursday, March 14**, at the Cobb Galleria Centre. Space is limited, so please register now. To register and receive a free ARCHIBUS/FM Evaluation Kit, please call Lisa Rigsby of ARCHIBUS, Inc. at (800) 541-2724 or Pauline Warrior of Facility Resources at 770/393-4700.

• IDRS/IFMA/STEELCASE VIDEO TELECONFERENCE

You are invited to attend an IDRS/IFMA/STEELCASE Video Teleconference to begin at **3:30 p.m. EST on Wednesday, March 20**, at the Steelcase Atlanta Resource Center. The teleconference is entitled **"Remote Work Strategies: How to Help Your Company Work Smarter."** Each registrant will receive a complimentary copy of the CRE2000 book *Managing the Reinvented Workplace*. Due to limited seating, pre-registration is required. The **registration deadline is Tuesday, March 12**, and the fee is \$75 per registrant. For more information, please contact Jim Bunch at **404/614-6148** or Lisa Steckbeck at **404/614-6118**.

• SMPS LUNCHEON

The Georgia Chapter of the Society for Marketing Professional Services (SMPS) and Consulting Engineers Council will host a joint program on **Monday, March 25 from 11:30 a.m. - 1:30 p.m.** at the Cobb Galleria Centre. This program will be held in the form of a "State Government Panel" luncheon discussion with Georgia Board of Regents, Department of Corrections, Department of Human Resources and the Department of Children and Youth Services. Reservations are required. For more information please contact SMPS Georgia Program Committee Co-Directors, Julie Beem at 770/423-4824 or Bob Salmon at 770/988-3210.

IFMA INFORMER

SUBJECT: Howard Chapman, Regional Manager, Royal Cup Coffee, Inc.

HAILS FROM: Atlanta, Georgia

FAMILY TIES: Married for 15 years to Brenda, who is a Customer Service Representative with Reese Insurance Associates. They have a 12-year-old son named Matthew and an 8-year-old daughter named Lindsay.

BACK TO SCHOOL: Graduated from Georgia State University in 1980 with a BS Degree.

OFFICE HOURS: "I just celebrated my third anniversary with Royal Cup, having been promoted last year to Regional Manager. Prior to Royal Cup, I spent 14 years as Director of Administrative Services at Alston & Bird, and two years as Director of Management Services for Atlanta Legal Copies, Inc."

AFTER HOURS: "I enjoy running with my son and in October ran my first Marathon, the Marine Corps Marathon in Washington, D.C., in 3 hours and 32 minutes. (*I'm not sure I want to do another one, however.*) I also have several published songs and play drums in a band known as *Lone Walter*."

BASIC BUSINESS PHILOSOPHY: "I have come to realize that in business, management is not important, but leadership is essential."

MOST IMPORTANT ACHIEVEMENT: "Relocating Alston & Bird in 1988 while acting as General Contractor on my home at the same time, completing both projects on time and under budget."

THE READING LIST: Everything by Tom Clancy and John Grisham.

I HATE IT WHEN THAT HAPPENS: Someone over-commits and under-delivers.

HIGH ANXIETY: An unhappy customer.

RECENT FM ACCOMPLISHMENT: Working with our long-term customer, Bob Kinney, at Home Depot to coordinate installation and transition to the new Store Support Center.

BIGGEST FM CHALLENGE: Communicating to our customers that we can help when it comes to designing and specifying employee break areas.

1996 Committee Chairpersons

Education:	Mike Denson, <i>BellSouth Corporation</i> 404/249-2542
Programs:	Mark Ormand, <i>Peachtree Software</i> 770/564-8150
Archives:	Freddi Hagin / Ginger Walker 770/948-3963
Allied/Affiliate:	Dave Flory, <i>Cort Furniture Rental</i> 770/984-1113
Career Services:	Susan zumBrunnen, <i>The Coca-Cola Company</i> 404/676-7177
Membership:	David Brucks, <i>Johnson Controls</i> 770/772-8274
Newsletter:	Sonya Tablada, <i>Facility Resources, Inc.</i> 770/393-4700
Sustaining Patron:	Pete Conlin, <i>Project Management Services</i> 770/518-3219
Hospitality:	Susan Sullivan, <i>Hendrick Associates</i> - 404/240-9312 Haidee Courson, <i>Wegman Associates</i> - 770/368-0101
Awards:	Gene Meany, <i>Facility Consultant</i> - 404/651-1814
Community Service:	Malcolm Weiss, <i>Malcolm Weiss & Associates</i> 404/256-2040
Public Relations:	Lori Tilt, <i>Heery International</i> - 404/881-9880

VIP TREATMENT FOR VISITORS

If your office plays host to out-of-town executives, you might find it worthwhile to make up a travel package to be sent to them in advance.

Include a map of the area, showing your location and approximate travel times by car, cab or bus. Indicate locations, addresses, and phone numbers of good hotels and motels in the area.

Alert your receptionist to be ready to welcome the visitor on the day of his or her arrival. If the visit will include stops in other areas of your company, circulate a memo announcing the visitor's name, company and arrival date and time. Include a description of the visitor's purpose and interests as well. Your visitors will appreciate the effort.

- From "9 to 5"

IFMA - ATLANTA PROFESSIONAL MEMBER SURVEY

The results of the 1995 Membership Survey have been compiled. Forty-nine professional members responded to questions relating to meeting time, places and programs. The IFMA Board and committees will consider your input and suggestions as plans are implemented over the coming months. Thank you for taking the time to respond!

Listed below is a summary of the responses. We know how facility managers are with numbers. So, if some of the numbers don't add up to forty-nine, just understand that some people didn't respond to some of the questions and some members gave more than one answer to the same questions.

Survey Summary:

Where in metropolitan Atlanta is your office?

• NE	28	• Inside I-285	20
• NW	12	• Outside I-285	29
• SE	0		
• SW	1		

Distance from downtown Atlanta:

• 0 - 15 Miles	31
• 16 - 30 Miles	15
• 31 - 50 Miles	3
• 51+ Miles	0

Meeting location preference:

• downtown	11
• perimeter	24
• both	11

Preferred meeting time(s):

• Morning/breakfast: 7:30 - 9:30 am	13
• Late afternoon: 4:00 - 6:00 pm	12
• Noon/lunch: 11:30 am - 1:30 pm	37
• Evening/dinner: 6:00 - 8:00 pm	6

The Top Twelve Program Choices:

• Olympic Games Planning	26
• Benchmarking/Best Practices in FM	25
• Outsourcing/Partnering	23
• Securing your FM Career	22
• Alternative Office Strategies	22
• The Internet, Tell Me More	21
• Liability Issues Facing FMs	19

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• Successful Project Management	19
• Quality in Facility Management	18
• Facility Job Description Profiles	18
• Disaster Planning/Business Continuity	17
• Negotiation Skills	17

The Top Five IFMA Sponsored Activities:

• Facility Tours	41
• Roundtable Discussions	31
• Braves Night Out	24
• Evening Social Activity (w/spouse)	19
• Joint Meeting w/Sister Organization	16

A lot of you indicated interest in specific IFMA committee activities. We appreciate the enthusiastic response and you can expect to hear from those committees very soon if you haven't already.

GETTING AWAY

Protecting your time by mastering the quick get-away from formal meetings or informal office "huddles" is a subtle art that can save your day. Here are some techniques that have worked for many support staff people.

1. Ask to be excused and leave. This is direct and effective.

2. Ask if your presence is still needed. Say, "Excuse me. It seems as if we have finished with the part of this discussion that involves me. If I'm right, I really need to leave." Maintain eye contact with the group leader so you can see whether your presence is necessary or the discussion has moved on as you suspect.

3. Set a mental time limit. This can help when you participate in meetings or informal discussions. Your awareness of time may remind your less time-conscious colleagues to recognize the law of diminishing returns in meetings and wind them up when productivity has reached the vanishing point. However, take care not to project criticism of others when you leave. There may be value to others that you can't see.

4. Have an exit line ready. Say, "That's it, then. I'll let you know how things go in my area." Smile and leave.

5. Work from an unobtrusive spot. Sit at the back of the room or stand at the edge of the group where you can slip away unnoticed when the discussion loses its value for you.

6. Learn to adjourn. If an unproductive "huddle" has developed in your own work area, stand up (if you are seated) and say, "Thanks for dropping in. It's time for me to get back to work." Then smile and sit down.

- From the "Office Professional"



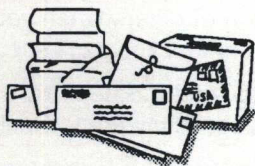
Eugene F. Meany
Facilities Consultant
9715 Summer Oaks Drive
Roswell, GA 30076-2635

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Atlanta Chapter
P.O. Box 43306
Atlanta, Georgia 30336-0306

I.F.M.A. - Atlanta Chapter

YOU REALLY CAN LEAVE HOME WITHOUT YOUR AMERICAN EXPRESS CARD BECAUSE IFMA ONLY ACCEPTS VISA & MASTERCARD

Effective immediately, IFMA will accept VISA and MASTERCARD charges for the monthly luncheons. You may pay for one luncheon at a time or pay for the entire year! Never again will you need to worry about stopping by the cash machine before attending the luncheons. IFMA is making it easier for us all.



WE WANT TO HEAR FROM YOU ...

If there are any promotions, educational announcements or informational bullets that you think the IFMA-Atlanta readership may want to know, please don't keep them to yourself! The IFMA-Atlanta Newsletter is the perfect place to publish facility management tidbits. Contact Sonya Tablada or Pauline Warrior at 770/393-4700 or 770/698-0461 FAX. Thank you!