

International Facility Management Association



IFMA - Atlanta Chapter • P.O. Box 43306 • Atlanta, Georgia 30336-0306 • September 1997 Issue

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Monthly Meeting

Wednesday, September 17 • 103 West

Topic: "911 — or not?"

Date: September 17, 1997

Time: 11:30 a.m. - 1:30 p.m.

Cost: \$20 Member; \$25 without advanced registration
\$35 Guest; \$40 without advanced registration

Location: 103 West, West Paces Ferry Road

Reservations: IFMA Office (770) 948-3963, ext. 23 or FAX (770) 745-9164

*** Please call by **Friday, September 12, 1997** to make your reservations.

If you've ever wondered what to do when your worst nightmare happens—a crisis in the office—then don't you dare miss the September monthly IFMA meeting! Our guest will be John Athens, the director of the North Georgia Safety Training Center, Inc. John is a paramedic with 19 years of Emergency Medical Services experience. In addition to being an active paramedic and firefighter, he runs the Safety Training Center, which is a registered training agency for the National Safety Council First Aid Institute. His programs are designed to educate employees on how to handle emergency situations with a proactive, hands-on approach to First Aid, Fire Safety and Rescue Training, which is the basis of the information he will share with us. How do you know when to call 911? What happens if you're assisting someone with an emergency and you make a mistake—are you liable? What about contracting blood-borne diseases—what precautions are necessary? How do you know that your associates are prepared to evacuate your facility if need be? For the answers to these questions, and much, much more...see you in September at the IFMA meeting!

President's Message

by Kathy O. Roper, CFM

Have you made reservations for World Workplace '97? Dallas will be the site of the 1997 IFMA international convention October 5-7. The Atlanta Chapter will be well represented and I hope to see you there. We already have special events planned for our chapter. On Monday night, Royal Cup Coffee and our Region Vice President, Cheryl Waybright, will sponsor a dinner at the Coppertank in Dallas for Atlanta and other Southern Region chapters. If you have registered for World Workplace, you should receive an invitation with specifics. The Awards of Excellence Banquet on Tuesday night will feature Chapter Newsletter of the Year, in which the Atlanta Chapter is entered. Imagine if we win and you are there to witness the excitement! This is our chapter's first entry in the Awards of Excellence and our Newsletter Chairs, Sonya Tablada and Pauline Warrior, are to be commended for the improvements in the newsletter over the past two years and the commitment to submit this nomination. Our Vice-President, Sheryl Yetsko, was also instrumental in completing the nomination.

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President's Message continued from front

getting the submission overnighed in time to meet the deadline. This could be a significant milestone for our chapter if we win this award. Other award categories are awaiting our submissions. Next year our chapter will need to find committed volunteers to get these submissions assembled and entered so that we could compete in numerous categories.

Now that our anniversary has been celebrated, our congratulations go out to Martha Osborne and her committee for a WONDERFUL 15th year party. Her dedicated efforts resulted in a memorable night for all those who attended. If you missed it, put 2002 on your calendar for the 20th anniversary. This chapter has made remarkable progress and it's fun and educational to look back on all the improvements, changes and growth over the years. Thanks again to Martha for a great jog!

As Summer draws to a close, I am already looking back on this year and want to recognize the many talented members in our association. Without the efforts and time these committee members, chairmen and everyone who chipped in to help provided, our chapter would not be the vibrant, informational resource we all enjoy. So thank your colleagues and make time in your schedule to join a committee and provide your valuable input and resources to our chapter. We won't be the same unless you contribute. Please let me know if you have committees you would be interested in learning about and we can connect you with the committee chairs or the executive board to get you involved at whatever level you feel comfortable. Resources are always appreciated for any project, committee or event. The chapter is here to provide member opportunities and your input is the best opportunity to get involved and get the return on your investment.

Katney Roper

Educational Opportunities

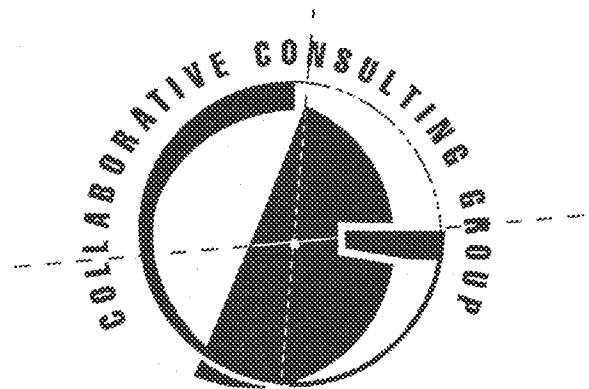
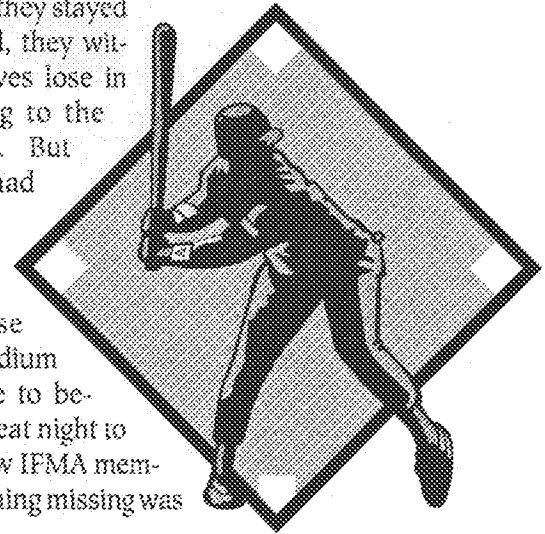
INTERESTED IN BECOMING CERTIFIED?

To help professional members prepare for certification testing, the Education Committee has formed a study group meeting the last Wednesday of the month from 7:30-9:00 a.m. in the Perimeter Center area. The first focus is on the real estate competency. Everyone is welcome to join, and in order to have materials for you, please confirm that you will be coming by calling Ann Steele at 770-751-2020.

August Meeting Recap

TURNER FIELD

"Play ball!" was the cry heard at the August IFMA meeting. The program members held up their sign and waved their red balloons to attract the attending IFMA members to the skyfield entrance at Turner Field on Wednesday, August 27. They came, they ate hotdogs and bratwurst, and they watched baseball. And if they stayed to the bitter end, they witnessed our Braves lose in the 13th inning to the Houston Astros. But for those who had not been to the re-designed Turner Field, and even those who had, the stadium was a spectacle to behold. What a great night to spend with fellow IFMA members—the only thing missing was the win!



Your company is changing. Continuously. Change has become a fact of life. And managers need more information, faster than ever. You've wondered if a CAFM system would help, but who's got time to do the research to find the right one?

Collaborative Consulting Group can help. We recommend the system that is right for your unique needs, to give you the information you need about space, about people and about assets. We can get the system up and running and, if you are understaffed, we can keep the data current for you. Just ask us.

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FMA Foundation

The Foundation for Your Success

By Gail Haller, CFM, *Northern Illinois Chapter*

Facility managers have come a long way. Many have backgrounds in a variety of fields and then either intentionally or unintentionally became involved in facility management. "Old-timers" had to learn from the school of hard knocks, through trial and error, and with hands-on experience, as there was no formal schooling or degree programs prior to 1980.

All that has changed. Enough facility managers came together to not only organize and professionalize the field of facility management through IFMA, but also to expose educators to the field. This group stressed the importance of formal degree programs and continuing education opportunities.

Therefore, in 1990, IFMA established the IFMA Foundation with a simple but powerful mission statement: "to raise funds for education, research and scholarships in the areas of facility management."

The IFMA Foundation advances facility management as a profession through the funding of research, education and scholarships and receives its funding strictly through donations from individual IFMA members, chapters, councils and corporate sponsors.

If you are going to attend World Workplace '97, plan to attend the Texas-style benefit for the Foundation at Denim & Diamonds in Dallas on Saturday, October 4. The Dixie Chicks will be playing and a good time will be had by all! Proceeds from this event will go to the IFMA Foundation. Tickets are \$55 now or \$65 at the door.

The IFMA Foundation was created to further your profession and is supported purely by donations. Your contributions go to advance your career.

Support the IFMA Foundation—it's the Foundation for your success.

1997 Calendar of Events

DATE	LUNCH TOPIC	PROGRAM SCOPE	FACILITY
Sept. 17	"911—or not?"	Education	103 West
Oct. 15	"Upgrading Technology"	Education	Cobb Galleria
Nov. 19	Georgia Center for Advanced Telecommunications Tour	Facility Tour	GCATT
Dec. 17	Holiday Party	Fun!	The Vinnings Club

September Announcements

CAREER SERVICES CHAIR

The Atlanta Chapter would like to thank Rick Luders and wish him the best of luck. Rick has been a member in good standing and has served on the board as the Career Services Chair. Rick will be leaving the Atlanta area to take a position with Atlas Carpet, in Charlotte, NC. This leaves a vacancy on the board. This vacancy will be filled by Marty Mason from Pitney Bowes Management Services. Marty has been involved with IFMA for over eight years and comes to us from Philadelphia, PA, where he held two board positions, Program and Allied Affiliate Chair. Please direct all Career Services requests to Marty. He can be reached at 1-800-685-0538 and fax at 770-952-9200.

WORLD WORKPLACE

Well it is getting closer to World Workplace and everyone attending is making their reservations. Once we are there it may be hard to coordinate for last minute functions and get messages to each other. We are developing a list of those members going, when they will arrive and depart and where they will be staying. We hope you will help us with this request. If you will attend this year's World Workplace Conference, please call Marty Mason at 1-800-685-0538 and let him know when you will arrive, depart and where you will be staying. We will distribute the list before everyone leaves. See you in Dallas!

CREW CONVENTION

The national CREW Convention will be held at the Atlanta Swissotel from Wednesday, October 15 through Friday, October 17. For more information, please call 888-866-2739.

FM Spotlight

Quality Assessment and Innovation

You're sitting at your desk and you get a call from the receptionist. Guess who's come to pay a surprise visit? The Fire Marshall! Panic? Of course not. You KNOW your IT Dept. would NEVER temporarily throw cables through the ceiling from one workstation to another just so they can hook up a printer for a third party consultant to sue on a six month project. And your obsessive compulsive administrative assistants would NEVER stack supplies on top of six foot storage cabinets to get them off the floor and inadvertently block the sprinklers. And your mailroom staff would NEVER think about blocking an unused fire exit when your paper supplier showed up with 27 boxes of 3-hole punch paper when you only ordered 7.

One of the four competency areas for "Quality Assessment and Innovation" is the audit process, and I believe, at one time or another, we've all been surprised. Government regulations are appearing at an ever increasing rate. Fines and other penalties may be levied against companies found to be in violation of regulations. These judgments can have a tremendous negative impact on business and come without forewarning. Internal business standards are also important. Audits are necessary in both cases.

The Quality Process doesn't only include successfully passing an audit. The necessary skills of a competent facility manager encompass much more than side-stepping a fine from the Fire Marshall.

Facility Managers are faced with a very competitive environment. Customer expectations of facilities and facility services are increasing during a time when companies are reducing costs. FMs must make innovative improvements to facilities and service processes to meet both ends. Another effective tool is the Benchmarking Process. Customers and upper management are increasingly sensitive to levels of facility services, performance and costs and are more likely to question FM issues. By visiting and learning from "best of class" companies, FMs can understand performance gaps between organizations. There are a variety of tools and methods at our disposal to investigate quality performance and improvements. It is up to the good FM to utilize the results as a marketing tool for the FM function within their own organization. The good FM has an excellent opportunity to "sell themselves" and the benefits of their services to the organization. (Competencies for Facility Management)

Additional Note: Excellent article on TQM and marketing your FM value in July/August issue-Facility Management Journal.

—Joanne Cole, CFM, Education Committee

Membership Drive

HELP OUR CHAPTER GROW

Our objective is to add 30 new professional members from July 1st - September 30th. We need everyone's help with recruitment.

- For every new professional member you recruit, you earn a chance to win a prize and gain special recognition at a future meeting.
- The person who recruits the most new members wins a \$50 gift certificate and a special award - to be presented at the October meeting.
- To earn credit for recruiting a new member, they must list your name on the "referred by" space on the membership application which must be submitted between July 1st and September 30th.
- Applications can be obtained from Ginger Walker at the Atlanta Association Office by calling 770-948-3963, ext. 23 or faxing 770-745-9164.

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Career Corner

The Career Services Committee is always looking for new and potential positions to announce in the newsletter. If you are aware of any job opportunities, please contact Marty Mason, Career Services chair (770-952-9200 FAX) with a brief description of each position. The following positions are available to interested candidates. If interested, please contact the employer indicated directly.

IVAN ALLEN COMPANY:

* FMC PROGRAM MANAGER-ATLANTA, GA

Obtains feedback from client and improves performance of assigned team members. Responsible for ensuring customer satisfaction with all projects assigned. Uses all resources to ensure customer satisfaction. Operates out of Ivan Allen facility or customer offices. Travel to job sites in Atlanta area required. Position works 7:30 a.m. to 4:30 p.m. with some evening and weekend work required. If interested, fax resume to 770-645-8032.

PITNEY BOWES MANAGEMENT SERVICES:

* SITE MANAGER-Ft. LAUDERDALE, FL

Send resume to Pitney Bowes Management Services, Attn: Clyde Watts, H.R. Manager/Southeast Area, 2030 Powers Ferry Road, Suite 360 (20-28), Atlanta, GA 30339-5009.

* SITE MANAGER-COLUMBUS, GA

Send resume to Pitney Bowes Management Services, Attn: Clyde Watts, H.R. Manager/Southeast Area, 2030 Powers Ferry Road, Suite 360 (20-28), Atlanta, GA 30339-5009.

* REGION OPERATIONS PLANNER-REGION-BASED OPPORTUNITY

Send resume to Pitney Bowes Management Services, Attn: Stephanie Fleming, Director, H.R. Southern Region, 501 N. Stemmons Fwy., Suite 150, Dallas, TX 752107 (fax) 214-761-0841.

THE CHRISTOPHER GROUP:

* FACILITIES MANAGER-FLORIDA

Interested candidates should fax a detailed resume to The Christopher Group Executive Search at 919-833-5625.

SERVICEMASTER:

* REGIONAL ENERGY REPRESENTATIVE

Send resume to ServiceMaster Business & Industry Group, Attn: Rick Kimbel, One ServiceMaster Way, Downers Grove, IL 60515, (fax) 630-271-5747.

* SALES SUPPORT ENGINEER

Send resume to ServiceMaster Business & Industry Group, Attn: Rick Kimbel, One ServiceMaster Way, Downers Grove, IL 60515, (fax) 630-271-5747.

YMCA OF METROPOLITAN ATLANTA, INC.:

* ASSISTANT REAL ESTATE AND RISK MANAGER-ATLANTA, GA

Interested candidates should fax or mail resume to YMCA of Metropolitan Atlanta, Inc. Attn: Ed Williams, 100 Edgewood Avenue, N.E., Atlanta, GA 30303, (fax) 404-527-7693.

GEORGIA POWER COMPANY:

* CORPORATE FACILITIES SPACE UTILIZATION COORDINATOR-ATLANTA, GA

Searching for an enthusiastic, high-energy individual to coordinate strategic planning, contracted interior design and architecture services, interior construction projects, capitol budget tracking, and CADD operations for internal clients. Qualified candidates please submit a resume and cover letter to Southern Company, 270 Peachtree Street, Suite 1700, BIN 951, Atlanta, GA 30303, Attn: MGPO71397.

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Sheryl Berg, Sales Manager

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VIEW THE WORKPLACE FROM ALL PERSPECTIVES

Only one event makes it possible for you to explore the various aspects of a productive workplace. World Workplace '97 is where professionals will meet to learn and discuss all the latest ideas involved with providing effective work environments.

WORLD WORKPLACE '97



Dallas, Texas, USA
Oct. 5-7, 1997

For more information, call 1-713-629-6753, send an e-mail to events@ifma.org or visit our Web site at www.ifma.org/ww97.

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DIRECTORY UPDATE

Note corrections to
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