

KC IFMA fosters a culture for the open exchange of wisdom, knowledge and experience, within the FM profession.



## President's Podium

### VENDOR UH-OHS

Facility managers see many sales vendors in the course of a year. We have a need for boiler treatments, cleaning supplies, furniture, paint, carpet, plumbers, electricians - the list goes on and on. It is probably because I deal with so many great vendors that, when an incident occurs, it really sticks out in my mind.

I had an incident occur over a year ago involving the purchase of some carpet. Three vendors bid on this project with only two being able to supply the actual carpet type that we wanted. I notified the selected carpet vendor, vendor A, and they phoned in the order on the carpet. The second vendor, vendor X, was notified that they had not received the job. Vendor X contacted me the next day to tell me that he had contacted vendor A's carpet mill and "his contact" at the mill had told him that he showed no order in his system for our carpet. Vendor X went on to say that he knew I was under a tight deadline and "he was greatly concerned that the company I had chosen was not going to be able to deliver on time." Well, I am sorry to say that I actually hung up the phone on vendor X and called vendor A to verify our order and timeline. Vendor A had done work for me on many other occasions and had always met our timelines and provided an excellent quality of work. Vendor A said there was not an order for the carpet because it was in stock, that he had already sent his truck down to pick it up, and that the carpet was already sitting in his warehouse. He would have it installed as soon as I notified him that the construction was complete and I was ready for it.

Within a matter of weeks, I had another project for carpet work that was bid out. Vendor X called me and asked for the name of the other bidders, stating that if he knew who his competition was he would know better how to do his pricing. I told vendor X that I expected him to bid this project with his best available pricing regardless of what other vendors were bidding on the project.

Facility Managers, or the ones I know personally, want to build on-going relationships with vendors. These relationships are built on the quality of service and a fair market pricing for the goods or services. Back-dooring or criticizing the competition makes me wary of the sales vendors' ethics. I am thankful to say I have had the opportunity to work with many companies that set high standards for the products they sell and the services their field technicians provide. This also includes vendor X's company where I was assigned a new contact, and have continued to work on projects together.

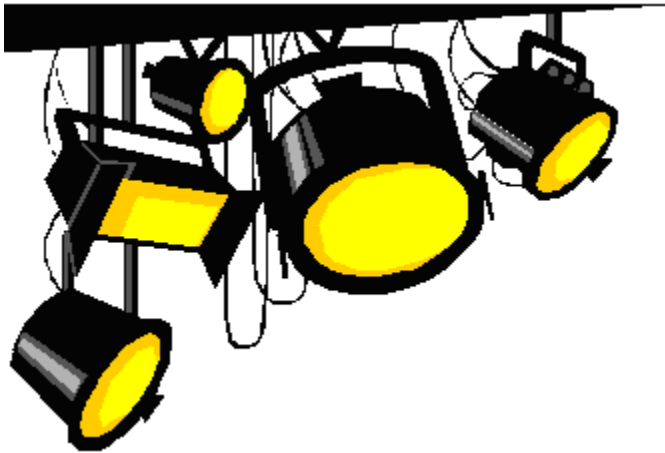
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Donna Koontz, President  
Kansas City IFMA Chapter



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## FOCUS FEATURE

### HELPING TO REBUILD IRAQ

*Major Simmie T. Clincy recently returned home from a year long deployment to Iraq where he served in the Army's 4th Infantry Division in Tikrit. His skills as a Special Operations Command - Civil Affairs officer were put to the test to help rebuild the war-torn country of Iraq. He and his fellow soldiers put their lives on the line everyday in support of Operation Iraqi Freedom. Simmie is once again an employee of Sprint's corporate real estate department and was once a KCIFMA member. Here is his story...*



Entering Iraq in April 2003

Besides owning the rights to capturing Saddam Hussein, many positive things were accomplished during Simmie's tour of duty and continue to be done by his successors. Immediately after full combat operations, soldiers of the 4th Infantry Division and Task Force Ironhorse played an important role in re-building Iraq. Projects were directed at improving facilities also provided several jobs for Iraqis. Another major task was the training of Iraqi building managers to provide proper maintenance to the facilities and equipment after the renovations.

The 4th ID created a dedicated Projects Coordination Cell, headed by Simmie managed reconstruction projects covering a spectrum of areas, including government, public works, communications, justice, security, education, transportation, commerce and health and

human services. Current and future projects will provide much needed improvements to the country's infrastructure and are generating jobs to help the economy. To accomplish this, many days were spent in villages and cities interacting with the Iraqi engineers and contractors.

Over 3,000 projects were completed that improved the quality of life for Iraqi residents. The Tikrit Model School received a major facelift along with improvements in its mechanical, electrical, and plumbing systems. The project also created much needed jobs for Iraqis involved in the repairs. The goal was to have a model school in every city, which included new classroom furnishings and new playground equipment; this represents hundreds of schools across the country. At the Samarra Health Clinic and Hospital, equipment damaged or looted during the war is being purchased and installed to meet the health needs of citizens.



Repairing schools in Iraq

Residents of At Tamim province have a police force with several new Iraqi officers thanks to the Kirkuk Police Academy. The academy was a cooperative effort between U.S. and Iraqi police instructors. Repairs and improvements were made in the Communications Office that will help the ministry to re-establish a vital communications hub in northern Iraq. It is one of hundreds of projects aimed at providing security, improving facilities and enhancing the quality of life for residents.



The Future of Iraq

In the wake of the prison abuse scandal media blitz, it has been quite an adjustment since his return home; it is disheartened to not see any of the many positive activities taking place in Iraq on the news. The small fraction of soldiers involved in the abuse, do not compare to the daily sacrifices of soldiers, civilians and contractors in Iraqi cities and villages doing great things to make the country better. They have worked to improve a majority of water and sewage systems. There are currently more megawatts of power available to the entire country than before Saddam's reign of 35

years. Thousands of schools and colleges have been renovated to standards that did not exist before the occupation. People are empowered to have a voice in government.

When you read this article, just be aware that there is much more positive activity in Iraq than how many soldiers died that day. All of this hard work and the sacrifices of those soldiers are not in vein. Iraq is a better country and it continues to improve everyday.

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# July Preview

## So, You Want to Build a Building?

By Mark Stubbolo  
Program Committee

Having just completed a significant addition to our campus, I have a much better understanding of all that it takes to plan, finance, design, and build a building. There are several other IFMA members that have also recently gone through the process of remodeling or adding to their properties. As the Program Committee was discussing educational opportunities, we thought that these experiences might prove to be helpful to other IFMA members. Therefore, we developed two programs that you can attend on Tuesday, July 20.

There will be a morning seminar from 8:00 - 11:30 a.m., which will discuss the pros and cons of the three primary project delivery strategies used in today's commercial building market. David Reid, with Gould Evans Goodman, will discuss the traditional approach to building: Design-Bid-Build. Paul Niedline, with Turner Special Projects, will cover Construction Management, and Jerry Novacek, with NovaConGroup, will cover Design Build. This seminar is being presented in combination with DBIA (Design Build Institute of America) and you will be able to attain four continuing education credits for your DBIA certification, 25 CEU credits, and .25 CFM Maintenance Points for IFMA. The assigned Control number for IFMA is 7200CH.

After the morning session is complete, the program will continue from 11:30 a.m. - 1:00 p.m. with our normal IFMA monthly luncheon. The luncheon program will consist of several IFMA members that have recently completed projects. They will give a brief overview of their project, and explain the delivery system they used. The program will then switch to a question and answer session. The luncheon portion will be open to all IFMA members, as well as the DBIA and IFMA people that attended the seminar.

Both of the programs will be held at Christ Community Church, 14200 Kenneth Road, Leawood, KS. The cost for the seminar will be \$35 and \$50 if you choose to stay for the lunch. The cost for the luncheon only is the regular \$15 for members and \$20 for non-members. Please watch for your internet E-vite or call (913) 906-6000, extension 1144 to register.

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# New Member Lunch

*Calling all new members . . .*

There will be a New Members' Lunch on Wednesday, July 14th. If you have joined the Chapter within the last year and have not attended a previous New Members' Lunch, please join members of the KC IFMA Board of Directors and other new members at Pierponts in Union Station at 11:30 a.m. You'll learn more about the Kansas City Chapter and meet other members.

If you are interested in attending or have questions about the luncheon, please call Jim Wilkinson, VP Membership at 816-421-9990.

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## EDUCATION UPDATE

The Kansas City IFMA Education Committee is proud to have hosted yet another successful CFM Review Class. This class was held at the Jewish Community Campus on June 22nd and June 23rd -- our very own Teena Shouse was the instructor. The class covered the CFM exam's eight competency areas: Operations & Maintenance, Real Estate, Human & Environmental Factors, Planning & Project Management, Leadership & Management, Finance, Quality Assessment & Innovation and Communication, and briefly reviewed the exam's newest competency - Technology. As usual, Teena's unique teaching style created a great learning environment of interaction and fun while at the same time offered the opportunity for classmates to network with fellow Facility professionals.

Of the 23 class participants, four have already signed up to take the exam!



# International News

## ***New Facility Management Professional Designation***

Coming October 2004, IFMA will launch its new Facility Management Professional (FMP) designation at IFMA's 2004 World Workplace Conference and Expo in Salt Lake City, Utah. The FMP is a first-professional designation that will accelerate and increase the workplace success of new facilities professionals, differentiating them from others. It is designed to drive performance, career opportunity and business networking for the following groups:

- FM professionals entering the workplace as recent college or technical school graduates;
- Facility management practitioners with less than five years' experience;
- Transitioning professionals with significant experience in previous careers;
- Related practitioners such as architects, designers and safety engineers; and
- Associated corporate providers of FM products and services.

"IFMA is providing this designation due to the enormous demand in the profession and at the request of our members," IFMA's Vice President for Professional Development Cylette Willis said. "Our mission statement clearly says that we have an obligation to support the facility management profession. To this end, the FMP will help prepare our next generation of facility managers, enhance FM teaming with related professions and advance the value of the facilities function to business managers."

For more information, contact Certification Manager Megan Schlaack at [megan.schlaack@ifma.org](mailto:megan.schlaack@ifma.org). Look for upcoming news on [www.ifma.org](http://www.ifma.org) and in future issues of IFMA News.

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## ***JOBNet Improvements***

IFMA is proud to announce the launch of the new and improved JOBnet. The new JOBnet offers many new features for users, such as increased customer service and job alerts. Job alerts notify job seekers when a job matching their skills and desired work location is posted to the site. Job seekers can take advantage of an anonymous resume feature that enables job seekers to list their experience and qualifications in a protected environment. By giving both active and passive job seekers the ability to anonymously post their resumes, JOBnet allows job seekers to stay connected to the employment market while maintaining full control of their confidential information.

If you would like additional information or have questions, please contact Allied Services Director Jeff Tafel at 713-623-4362 ext. 150 or at [jeff.tafel@ifma.org](mailto:jeff.tafel@ifma.org). Take the new JOBnet for a test drive today at <http://jobnet.ifma.org>.

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## ***Dues Increase Announced***

At the May 2004 meeting, the IFMA Board of Directors approved a \$16 increase in base membership dues-the first increase for Professional Members since 2001, and since 1996 for

Associates. Associate and Professional Base Member dues will now be \$169 annually. "At the new rate, membership remains to be a tremendous value and will enable the Association to continue enhancing member benefits, products and services," Member Resources Associate Director Barbara Zlatnik said. "Members will be notified of the increase on their 2004 dues invoice during the next year beginning with memberships that expire in August."

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### **World Workplace 2004 registration is now open!**

Registration for IFMA's World Workplace 2004 is now open on the World Workplace Web site - [www.worldworkplace.org](http://www.worldworkplace.org)

Reserve your spot today and receive the discounted early member rate.

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# June Program Review

## **KC IFMA GOLF OUTING AT PAINTED HILLS GOLF COURSE**

The Golf Gods must be smiling on us . . . Once again the weather was perfect and a great day was had by all. (Sorry, no Hole-In -Ones this Year!)



Steve Price and Sam Davidson kick off the event

Over 125 golfers participated this year and, at last count, over \$6,000 was raised in support of the KC IFMA Scholarship Fund and the IFMA Foundation. **A BIG THANKS!!!** to all of those that participated - especially to all of our Chapter Sponsors and Hole Sponsors for helping us have another successful outing!

Also, another **BIG THANKS!!!** to Steve Price and his hard working crew at Painted Hills. His staff always does a great job, and their efforts contributed greatly to the day's

success.

The money that is raised each year goes towards the KC Chapter's local scholarship program and also to the IFMA Foundation. The money is used to provide scholarships to local students in the study of the "FM / Built Environment" and to help support the advancement of FM field worldwide through research grants, benchmarking studies, CFM Study handbooks, and other educational activities - all directed towards furthering the Facility Management profession.

Another **BIG THANKS!!!** to all of our wonderful volunteers, without whom we would not

be able to put on such an event.

The winning teams for this years outing were as follows:

**First Place Team - "A Flight"**



**American Food and Vending**

Duane Lemon, Jim Schweppe, Steve Closser, Fred Wells

**Second Place Team - "A Flight"**

**Milliken Carpet**

Scott Reeder  
Jerry Roth  
Ben Rodewald  
Cody Krause



**Third Place Team - "A Flight"**

**Duffy Construction / Metro  
AirConditioning**  
Sam Davidson  
Pat Duffy  
Joe Bret  
Larry Kitsmiller



**First Place Team - "B Flight"**



**Asset Services Midwest**

Ken Fancolly, Travis Fancolly, Aaron Hill, Scott Benson

**Second Place Team - "B Flight"**  
**Commercial Carpet Care**

Steve Abraham  
Penny Grossenbacher  
Craig Hacker  
Matthew Elyachar



**Third Place Team - "B Flight"**  
**Whelan Security**  
Wayne Lowe  
Bob Tally  
Randy Jensen  
Martin Whipple



A special thanks to Co-Chair Scott Quarterson from Fry-Wagner and Volunteer Coordinator Greg Gladfelter from Gladfelter Engineering, for all their hard work again this year. Without their efforts this event would not have been a success.

In closing, I would like to again say *Thanks* to all KC IFMA members and to everyone else whose generous support helped us put on another great golf outing!

**And remember . . .**  
**"A bad day on the golf course is better than any day in the office!"**

*Mark your calendars for June 2nd 2005 for next year's tournament.*  
*We hope to see all of you there!*

Sincerely,  
 "Slammin Sammy" Davidson  
 KCIFMA Golf Co-Chair



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**Kansas City Chapter  
 INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR  
 (All dates and times are subject to change)**

DATE SPONSOR	PROGRAM	LOCATION	TIME
July 20 KC-IFMA	Building Seminar	Christ Community Church 14200 Kenneth Rd., Shawnee Mission, KS 66224	8:00 am - 11:30 pm
July 20 KC-IFMA	So You want to Build a Building	Christ Community Church 14200 Kenneth Rd., Shawnee Mission, KS 66224	11:30 am - 1:00 pm
July 21 FM Global	Disaster Planning & Preparedness Wksp. Call 1 877 364-6726 (toll free)	Kansas City, MO	7:30 am - 4:30 pm
July 22 KC-IFMA	Linking Corporate Culture to FM Organizational Success FM Edge Audio Seminar		11:45 am - 1:30 pm
Summer 2004	IFMA National Course on Technology - the Newest Competency		
Aug. 17 KC-IFMA	Best Practices - Grounds Care	TBD	11:30 am - 1:00 pm
Fall 2004	Environmental-focused course		
Sept. 21 KC-IFMA	AED & CPR Training		8:00 am - 11:30 am
Sept. 21 KC-IFMA	Heart Health & Healthy Programs	TBD	11:30 am - 1:00 pm
Oct. 16-19 IFMA	World Workplace	Salt Lake City, UT	Daytime/Evening

Oct. 26 KC-IFMA	Management Concepts	TBD	11:30 am - 1:00 pm
Nov. 16 KC-IFMA	TBD Save the Date	TBD	11:30 am - 1:00 pm
Dec. 21 KC-IFMA	Holiday Party	To be determined	Evening

Registration is required for all events. To register for any IFMA activity, watch for meeting announcements via e-mail, in the Facilitator and/or consult the Chapter Website [Calendar of Events](#).

The fee for regular monthly IFMA programs is \$15 for members and \$20 for non-members. Workshops and seminar fees vary somewhat as do programs offered by other professional organizations. Please consult the chapter newsletter and/or Website for details.

\* IFMA Members \$300.00; Non-members \$350.00

\*\* IFMA Members \$200.00

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## CFM'S KNOW - DO YOU?

**The primary federal law controlling emissions of hazardous substances into the air is:**

- A. Federal Insecticide, Fungicide, and Rodenticide Act.
- B. Comprehensive Environmental Response, Compensation and Liability Act.
- C. Clean Air Act.
- D. National Pollutant Discharge Elimination System.

*Answer can be found after the "Quick Pix"*

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## Quick Pix

*Thanks to all our great volunteers without whose effort the day wouldn't have been possible. Not shown below: Curt Curtis, Kelly Smith, Jim Turner, Robyn Staggs, David Anderson, Steve Sweetin, Scott Quarterson, and Linda Atha.*



*A special thanks to Sam Davidson, Golf Event Co-Chair.*



*Laura Davis, Jackie Coleman, and Greg Gladfelter worked at the Registration Table.*



*Barb Haman and Mark Zellmer pushed the raffle tickets.*



*Wes Miller and Sam Shelhorn made sure the event moved along!*



*Ken Mickey and Michael O'Brien sat back and relaxed at the putting contest.*



*Barb Haman and Paige Price always brighten the day!*

*Answer to this month's CFM question:*  
C. Clean Air Act

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