

Newsletter

THE
FACILITATOR
The Newsletter for facility management professionals

Resources

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Mark Your Calendar

May 18, 2004
Tour of Kansas
Speedway

June 3, 2004
Annual Golf Outing
Painted Hills Golf
Course

July 20, 2004
So You Want to
Build a Building
Christ Community
Church

Facility Management's Future

I am writing this article on the eve of World Workplace 2000 and thinking about why I go year after year. If you are like me (most of you are) we did not start out in the world to be Facility Managers. Until recently there were no programs to learn to be facility managers, either formal or informal. Consequently, we didn't think about it until one day, presto, we became one. This is one of the reasons why IFMA exists.

World Workplace provides a forum to exchange ideas, methodologies and processes, learn about new products and develop relationships with others across the country and around the world. All but a few of the programs presented are by other facility managers who want to share what they are doing. In the Learning Center one can find out about products and services on a wide range of areas that are available today and some that will be offered in the future. If you have never attended World Workplace, recommend you do so. The perfect opportunity will exist next year when it is held in Kan-

However, this is only a portion of what we need to strategically plan for our companies. V profession headed in the next decade and how can we find out? For those of you who at year's World Workplace, one of the seminars presented by IFMA National was a discuss issue. I had attended this same presentation at an IFMA Leadership Conference earlier i thought it to be very informative. So much so that we have arranged for David Brady from National to make the presentation to our chapter at our November monthly meeting. The researched and conducted interviews with executives around the world to compile this in

I strongly urge all of you to mark November 14 on your calendars and plan on attending will be very enlightening.



Chapter
President

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Cyber-Learning Options for the Facilities Professional

by Lisa Howard

In this day of alternative education options for professionals, the facilities manager has a advance-learning opportunities. This article discusses one such option, a Master's certifi offered by one of the industry-leaders in facility management, Michigan State University.

In the spring of 1999 Michigan State University began touting a cyber-based certification facilities managers with the first course offering starting in February 1999. The four-cour Web-based. Students receive all class materials, instructor and classmate interaction, ar assignments through the Internet. The courses are self-paced, in that students read the materials (lectures) whenever their schedules permit. Assignments relating to the course due at regularly scheduled intervals. Generally half of the assignments will be worked on environment; the other half are completed by the individual. The team assignments will r interaction through the use of tools called WebTalk and LiveChat, bulletin board and rea communications tools. Students are required to check WebTalk messages from their ins team members on a daily basis. A mandatory tutorial program must be completed prior t the first course to ensure the students are comfortable working in the Internet environme

The certification program offers four classes. The classes do not follow a prerequisite sc students to start the program at anytime. A discussion of the course descriptions, objecti follows:

Course Offering:	Spring 2001
Course Description:	Information Management for Facility Professionals
Objectives/Goals:	Successful graduates will complete this course with knowledge of information management and skills to determine, judge, manage, and present facility-relat information to meet the business needs of the organ

Course Offering:	Summer 2001
Course Description:	Facilities Real Estate and Building Economics
Objectives/Goals:	Successful graduates will complete this course with demonstrable understanding of a Deming PDCA (P Check-Act) strategic and measurable business plan set of basic financial tools that permit sound financi analysis, understanding of management systems tha integrate facility and people doing the work, includi comparison and assessment, and then incorporate th approaches into management of the real estate asset maximize shareholder wealth.

Course Offering:	Fall 2001
Course Description:	Achieving Facility Management Organizational Eff
Objectives/Goals:	Successful graduates will complete this course with

Objectives/Goals:	demonstrable understanding of the facility manager organizations and the skills to establish links between organization structure, service delivery system of in external service providers, and the corporate business process.
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Course Offering:	Spring 2002
Course Description:	Facility Management: Theory and Principles
Objectives/Goals:	<p>This course will provide an understanding of facility management planning and management processes, and tools to enable students to:</p> <ul style="list-style-type: none"> • Develop strategic, tactical and operational plans • Develop facility plans • Plan and manage all phases of projects • Manage programming and design • Manage construction and relocations

The interactive nature of these courses enables industry leaders from across the globe to participate in these courses. For instance, Carroll Thatcher and Guy Thatcher, Partners, Carroll Thatcher Planners, Ottawa, Canada, designed and developed the first two Internet courses offered through Michigan State University. Other distinguished facilitators include Stormy Friday, President and Founder of Facility Management Group, Annapolis, Maryland, and Bernard van der Hoeven, Ph.D., former facility director at Los Alamos Laboratories in New Mexico.

To date, eight students have completed coursework through MSU's Virtual University, and 15 students are enrolled however, and the completion numbers will increase as students complete online coursework. The eight students who have completed the program were recognized at the Workplace 2000 in New Orleans this past month. To find out more about Michigan State University's Virtual University program please click [here](#).

In conclusion, Michigan State's Virtual University program is one of many alternative education opportunities available to facility professionals. Our own [national IFMA](#) chapter has four courses detailed on their Website. According to Carmen Pena plan administrator for the IFMA site, approximately 70 facilities professionals currently enrolled in the IFMA courses. As facility professionals, never has advanced education been more widely available—as close as the computer mouse, what a great opportunity to advance skills and increase knowledge.

This article was researched and written by IFMA member Lisa Howard, who serves as Vice President for Fleishman-Hillard. If you have questions or wish to contact her, telephone (816) 512-1111 or Lisa at howardl@fleishman.com.

Vendor Relations - A Real Life Experience

by Alan Bram, CFM, FMA

Recently we had been plagued by a non-specific water leak through a wall into a corridor. The leak was in the corridor and on the other side of the wall were the women's locker room showers and steam room. An inspection led us to believe the problem was due to a steam room situation and not a leak. It was easy to diagnose from this point. We simply turned the steam room off and waited for the carpet to dry up. It did.

Next we determined there were only two sources for the leak. One was through the tile and the second was a leak in the steam delivery pipe. We chose to attack the tile grout first. The steam room was closed for a day and the steam room tile grout replaced. After letting it cure for two days we turned the steam generator on and guess what...wet carpet.

We then had to close the women's locker room for a morning while the plumber checked the pipe. The pipe was the source of the leak. We opened the locker room and the plumber scheduled to return in a few days after he assembled all the materials to make the repair.

The women's locker room was closed another day (where are the women plumbers). The tile replacement was complete at 2:20 p.m. We now had a 6" hole in the steam room wall that was repaired. I didn't want to close the locker room another day. We had already inconvenienced the members enough. Within 10 minutes I had a carpenter agree to come in at 4:00 p.m. to install a new tile and a tile man agree to come in at 4:30 p.m. to replace the broken tile. I was asked how it was arranged so fast. My response...good vendor relations.

We nurture our relationships with our vendors. The word "emergency" is used carefully and our vendors know it. We are willing to pay overtime in emergency situations and we pay our invoices promptly. When vendors go out of their way to provide service or even when they provide consistent service, we send letters of appreciation. We show concern for our vendors and their problems. If they can't provide a product or service as previously indicated we don't belittle them. They too have problems that they can't control.

A good relationship with your vendors can pay dividends and provide peace of mind. I know my vendors to be honest and trustworthy and I hope they know I respect and value their mutually beneficial relationship. It is based on integrity and a win-win attitude.

October Meeting Preview

by Greg Gladfelter

Cowabunga! It's time to put on the jams, wax the board, whoops, where's the surf. Wrong surfing. It's surfing the web we are going to hear about. Well, not necessarily surfing the web. Learning about the services the facility manager can provide through the creation of their web site. Several beneficial things come to mind:

1. Provide a link to sites where local weather and traffic reports are available.
2. Electronic facility newsletters.
3. Facility calendar of events.
4. Menus at facility cafeterias.
5. Forms where tenants could notify the facility manager of problems or make requests.
6. Provide on-line facility policy and operations manuals.

To tell us about creating our own web site is Dale Ahle, Owner and President of 21st Century Solutions, Inc., who incidentally helped the Kansas City Chapter of IFMA establish their own web site. We will have Internet access during the meeting through the use of a laptop computer and digital technology.

21st Century Solutions, Inc. was founded by Dale in 1994 and is a full service consulting firm that offers assistance in custom application services and Internet technologies. They incorporate and other leading software tools and products into their technical solutions as needed. They are headquartered in the Kansas City area and have a branch office in St. Louis. They have open branch offices in Houston, Atlanta and Florida in the first half of next year.

In addition to 21st Century Solutions, Dale is co-Owner of two other companies:

"RetirementPlanCenter.com"- a firm that helps small businesses select, establish and ac retirement plan and BigLeagueHeroes.com - (along with Darrell Porter and Al "The Mad Hrabosky) a firm that represents and provides retired major league baseball players for outings.

Dale believes that "The one and only purpose of an automated solution is to make your l successful." He will address how we can use the web to our benefit and to the benefit of Dale's hope is that we will leave the meeting with the idea that the web is more than an e or information store.

See you on the 17th.

When:

Tuesday, October 17, 2000
11:30 AM - 1:00 PM

Where:

Johnson County Community College
Carlson Center, Room CC211
College Boulevard and Quivira, Overland Park, KS
Free parking at lower level of parking garage just NW of the building (accessed from the Boulevard entrance) [Map](#)

Cost:

\$15 for members
\$20 for non-members

RSVP:

Call the IFMA Program line
at 913-906-6000, ext. 1144
by October 13th. Speak clearly
and/or spell your name.

You Wanna Deal?...[Click Here](#)

September Program Review

Hansen Water Treatment Plant

by Suzanne Layton

The September IFMA meeting was a tour of the Hansen Water Treatment plant off I-435 and Holliday Drive. This plant is part of Water District #1 of Johnson County which serves over 325,000 persons and over 260 square miles including 15 cities. Johnson County uses an average of 185 gallons of water per person per day. The Water District has no taxing authority, nor is it part of the Johnson County government. The District's primary sources of revenue are through sales of treated water and system development charges. Meanwhile, the Hansen plant treats up to 165 million gallons of water a day.



The Hansen Water facility in Johnson

The water processed and treated at the plant is piped from the

Missouri and Kansas rivers and some wells along the Kansas River. It is treated at the plant through chemical and physical reactions through coagulation, flocculation, sedimentation and filtration. Water from all the intake positions and throughout the usage area is tested daily. Additionally, HVAC systems carefully control the emissions from the lab, machine shops and chemical basins. The plant is staffed and operating 24 hours a day and 365 days a year.

The plant has state-of-the-art equipment and we were privileged to see the lab, control room, clarification basins, reservoirs and the visitors center. If you couldn't attend, you missed a terrific tour.

Water facts:

- The human body is 70% water. Every system in our body uses water.
- Almost 80% of the earth's surface is water.
- Less than 1% of all the water on earth is fresh water.
- Clean water is a bargain! The average price in the US is about \$1.30 for 1,000 gallons. At that price, a gallon of clean water costs less than one penny.
- The average person in North America uses 176 gallons of water each day.



View from the Control Room



View from the Control Room



The control room is staffed 24 hours a day, 365 days a year.



The laboratory at the treatment facility.



Water is tested continually for



quality.



Water is sifted through multiple layers.

The outdoor treatment water basin.



Indoor treatment tank within Visitor Center.

Chapter Certified Facility Managers

Our CFMs

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Diane Bashor
Ron Battaglia
Becky Beilharz
John Bell
Steve Bennett
Michael Bleich
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Susan Mosby

Stephen Ohms
Debra Ryan
Teena Shouse
Allyn Starr
Loren Steele
Alan Terhune
Jack Tinnell
Randee Werts
Doug Wills
Chuck Winters

CFM'S KNOW - DO YOU?

Following is a question which might appear on the CFM (Certified Facility Manager) exam. Can you answer it?

A clerk calls you to say that she spilled a full bottle of photocopier chemical on the carpet. What is the first action you should take?

- A. Arrange for the cleaners to respond immediately.
- B. Advise the clerk to evacuate the immediate area and tell you what chemical was spilled.
- C. Arrange to shut down the mechanical systems on the floor until the spill is cleaned up.
- D. Evacuate the entire floor until the spill is cleaned up.

Answer to last month's question: D. 54 inches

**World Workplace 2001
Will be held in Kansas City!**

Plan now to be part of this outstanding conference.

September 23-25, 2001

For more information, contact. Call Jack Tinnel at (816) 274-8719 or Teena Shouse at (816) 274-8719



The World Workplace 2001 Committee meets to discuss arrangements for bringing managers from across the nation and beyond to Kansas City next year for this international conference.

Quick Pix



Suzanne Layton arranged for our program and tour.



Model of new facility being built at 108th and Renner.



Rick Bond, Pre meeting.



Pumps inside the Visitor Center.



Inside the Visitor Center.



No Comment.



A typical water connection.



Members on tour in the control room.



The laboratory.

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