



IFMA ATLANTA 2003 EXECUTIVE BOARD

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2003 IFMA ATLANTA SUSTAINING PATRONS

ABM Family of Services
Aircond Corporation
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ASD
Aviation Constructors, Inc.
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Bonitz Flooring Group, Inc.
Carithers - Wallace - Courtenay
Carnahan and Associates
Carter & Associates
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Leapley Construction
Malcolm B. Weiss & Associates
Malone Construction
Millicare Environmental Services
Milliken Carpet
Royal Cup Coffee, Inc.
Southern Business Systems
Steelcase, Inc.
Tandus Group
TVS Interiors

MONTHLY MEETING

Wednesday, June 11, 2003 - Villa Christina

TIME:

11:30 AM networking, 12:00 Noon - 1:30 PM luncheon

COST:

See Insert for pricing information

RESERVATIONS:

Association Office (404) 766-1632 or Fax (404) 768-7767.

Please register by 12:30 p.m., Fri, June 6, 2003.

You may now register by credit card on our secure site at: www.ifmaatlanta.org

LOCATION:

Villa Christina

Directions: From I-285, take Exit 21, Ashford-Dunwoody Road and go South on Ashford-Dunwoody (inside the perimeter), take the first right onto Lake Hearn, then turn left onto Parkside Place. Take the next right onto Perimeter Summit Blvd. The first driveway on the left goes to Villa Christina. It is a three-story stone villa on the left.

TOPIC:

Empowering Yourself

SPEAKER:

Vernon Vereen understands the most critical resource of any company or organization – PEOPLE. He is a results oriented professional, skilled in delivering current and relevant information to all levels of employees in today's rapidly changing workplace. Mr. Vereen has over 25 years experience of working with people in fulfilling their roles as team members.

For over a decade, Vernon has presented to thousands of people ideas that make a difference in their professional and personal lives. He successfully works with employees from entry level to senior management. His candid, open and non-confrontational style is widely accepted and is key to his success as a diversity facilitator.

Please join us for lunch as Vernon will enlighten, inspire and empower you.

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CONTACT US!

Newsletter Editor: Fran Rissland
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 F: 678-947-8593
 If you would like to submit a newsletter article, please contact fran.rissland@artandassociates.com

**STAY CONNECTED WITH
www.ifmaatlanta.org**

Where do you need to go stay connected for IFMA Atlanta? Thanks to multiple recent upgrades, the new IFMA Atlanta website at www.ifmaatlanta.org is the place. Check out the hotlinks to upcoming and pending events. There is no guesswork once you get there. All of the information you need (locations, times, registration processes) is at your fingertips. Check out the wider screen, and flashing front page sustaining patrons' icons. Even this newsletter (you are currently reading) is on the site. Put it on your favorites list, tell friends and colleagues, the new IFMA website is the source to "connect" at: www.ifmaatlanta.org.

**IFMA ATLANTA
 STRATEGIC PLAN 2003**

Mission Statement:

To lead, sustain, represent and develop the process of Facility Management and its workplace professionals.

Goals:

- Communicate facility management trends and best practices through programs and education
- Lead the progress of the profession by supporting the success of membership through the best workplace related education, information and interaction
- Enhance the Atlanta chapter through the process of awareness, recognition, interest and desire leading to the utilization of facility management profession
- Enrich the Atlanta chapter through productive growth of membership, markets, resources and capability to provide necessary and timely services
- Preserve the Atlanta chapter culture while integrating the member's choice program

P R E S I D E N T ' S M E S S A G E

"It is necessary to try to surpass one's self always; this occupation ought to last as long as life."
 - Queen Christina

Education continues to dominate my thinking as the key deliverable IFMA Atlanta offers to its membership. On May 8-9, 2003, I took part in the two-day CFM review course hosted by Corporate Environments. The event was organized under the leadership of Kim Lawing of Dupont Flooring Systems and our Professional Development chair, Beth Chaplin of Knoll.



One of the many things that impressed me over this two-day period was some of benefits each of the participants was deriving from their involvement. Things such as:

- Confirming what they know in the world of FM
- Identifying what they don't know as well as they thought they new
- Networking FM to FM
- Expanding your FM base of peers and friends
- Sharing of Best Practices
- Preparing for the CFM exam
- Gaining confidence in their capabilities
- Dispelling the fear of taking the exam
- Hanging out with people who understand their "pain" and care to hear it

Even if you are not in the market to pursue the CFM designation, I truly believe all FM's can benefit greatly from participation. It is a program I would like to see us offer two times per year. It is a valuable review that is worth your time. All we need is more of you to say you want it. If you do, contact me at thaslach@millicare.net.

During the session, one of the many comments brought up was, "does an FM need to be a marketer/salesperson, too?" It was a very interesting question, one that pointed to the fact that FM's are continuously challenged to justify capital and operational expenditures to upper management (CFO's) to ensure the facility meets the needs of all it customers, all the time, long term. I am currently in discussion with a new IFMA Atlanta member about offering Dale Carnegie Sales courses to our members, at a reduced rate, to satisfy this newly identified need.

"Slumber not in the tents of your fathers. The world is advancing. Advance with it! "

- Mazzini

Your executive board was approached in May by BOMA Atlanta, and Georgia Tech, with the idea of working together, consistently, to provide additional educational programming for our FM professionals and students. It was agreed that our first program in this effort will take place in October 2003 with the Seminar subject being Project Management. Within this subject we will look to explore more deeply into topics such as: Project Environments, Risk Management, Scheduling & Estimating, Balancing, Control & Measuring Progress, just to name a few. We will look to offer this program to our IFMA and BOMA members as well as AIA, IIDA and Corenet Global. Information will be posted on our website in late summer as the details are finalized.

"People seldom improve when they have no other model but themselves to copy after."

- Goldsmith

Have you ever attended IFMA World Workplace? This year might be the best year to consider it. IFMA International and the Association for Facilities Engineering (AFE) will hold the World Workplace and Facilities America conferences together, creating the largest, most dynamic gathering of facility professionals in 2003. Additionally, the American Institute of Architects (AIA) and the International Interior Design Association (IIDA) will contribute educational sessions incorporated into the World Workplace program. On average, 50 IFMA Atlanta members have attended WWP over the past 7 years. The educational sessions available in this venue are the best in our industry, all under one roof. I hope to see you in Dallas October 19-21, 2003. Go to www.worldworkplace.org to learn more and to make your early bird, cost saving, reservation.

Tom Haslach

IFMA Atlanta President 2003
 Managing Partner
 MilliCare Commercial Carpet Care



A DELIGHT TO BEHOLD

The theme for IFMA Atlanta in 2003 is the "Power of One." It was my intention, at our luncheons on a monthly basis, to recognize individuals of our organization who provide considerable time, passion, and energy to IFMA Atlanta, that deliver tremendous value to our membership. I feel as though the great efforts of our members cannot all be celebrated properly at our annual holiday luncheon program. The program would go on for days. This new form of recognition will not take the place of, nor in anyway diminish the contributions of our recipients at our holiday luncheon, but will allow us to recognize more of our members that give so much all year long.



This sculptural rendering of a Hummingbird was personally handcrafted in molten boron glass by Hoa Tran Associate of the Frübel Studio to capture the delight that comes from viewing one of these hovering birds.

I intend to recognize one member at each of our luncheon programs for the rest of 2003. I am a little behind at the moment, however, so at our May program and the June program we will recognize a few more worthy recipients in order to catch up for lost opportunities.

If you would like to nominate someone in the chapter for this recognition, please submit your thoughts and comments to thaslach@millicare.net or at 678-354-6726, extension 221.

Why the Hummingbird? I think the hummingbird embodies a high level of beauty (in the eye of the beholder), style, grace, strength, power, speed, focus, and determination. Some of the many qualities our IFMA Atlanta volunteers display each and everyday.

MONTHLY CFM EXAM QUESTION CORNER

1. What is the most important factor in leasing an office building?

- a. Cost.
- b. Location.
- c. Exterior design.
- d. Occupancy limits.

2. What would be the best policy to follow during downsizing?

- a. Consolidate in owned facilities; cancel leases.
- b. Hold the line; wait for an up turn.
- c. Consolidate into leased facilities; sell owned property.
- d. Sublease unwanted space; develop long-term subleases.

3. Which of the following is not usually an allowable operating expense under a lease?

- a. Employee vacation/holiday party.
- b. Tenant improvement costs.
- c. Property insurance.
- d. Utilities.

4. In a multi-floor, multi-tenant office building, a private stairwell built between two floors occupied by one tenant is:

- a. Part of the building's common area
- b. Part of the tenant's rentable area
- c. Part of the tenant's usable area
- d. Both B and C

Answers: 1-A, 2-A, 3-B, 4-D

IFMA AWARDS OF EXCELLENCE SUBMISSION

Did you know that IFMA Atlanta is submitting 3 submissions for Awards of Excellence this year at World Workplace? Submissions will be entered for:

- Chapter of the Year
- Newsletter
- Website

Good Luck IFMA Atlanta!



IFMA Atlanta Awards Committee

BELLSOUTH TOUR A SUCCESS!

About 25 IFMA members attended the tour last month at BELL-SOUTH'S Lindbergh facility. The group toured various floors and behind the scene's areas. A big 'Thank You!' to our gracious hosts: Wendy Speight, Lisa Fritts, John Brien, Zeke Perez, Todd Mitchell and Barbara O'Neill.



THURSDAY, OCTOBER 16, 2003
EMERALD POINTE
at LAKE LANIER

FALL GOLF & TENNIS CLASSIC

So you don't play golf, and tennis isn't your racket...how about a day at the Spa?

MARK YOUR CALENDARS NOW!



SUSTAINING PATRONS HAVE FIRST EVENING MEAL

On April 28, 2003, the first of four Sustaining Patron dinners took place at the offices of MilliCare Commercial Carpet Care. The purpose of these meetings is to provide a forum for our Sustaining Patron companies to voice their thoughts and ideas on how the program functions, its benefits, and improvement ideas to the program as well as improvement ideas for the chapter as a whole.

We have 40 Sustaining Patron companies, so it was decided to have four dinners, inviting 10 participating companies to each function. One of the added bonuses to the evening was at the outset when each company was given the opportunity to share with the group the products and services their company offers.

Some of the initial ideas that came from this group were:

- Don't make new members and guests stand at luncheons
- Four times/year have a short luncheon program to allow for after program networking
- Differentiate badge colors at lunches for professionals, associates, new members, guests
- Have new/prospective members assigned to a Sustaining Patron
- Have random assigned seating at lunches to balance tables w/professionals & associates
- Encourage more members to participate in WWP Dallas

Each of the 10 companies that participated in this dinner are new to the Sustaining Patron program, so their thoughts and comments centered around how to make the chapter better as a whole vs. how the Sustaining Patron program can be improved. We will be looking to the veteran companies of this program to provide ideas, not only to move the chapter forward, but also how to make the program better, too. Thank you to all who participated and to those who have not yet please expect a call from our program chair, Mr. Harry Ludwig's office, in the coming weeks.

MEMBER PROFILES



NAME: Jean Lusso
COMPANY: BellSouth
EMAIL: jean.lusso@bellsouth.com
HOMETOWN: Alaska
EDUCATIONAL BACKGROUND:
 B.S. - Interior Design, Florida State University

M.B.A. - Management, Georgia State University

FAVORITE VACATION DESTINATION: Italy

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Worked in Facilities Design at Coca-Cola for 16 years, then Facility Manager at AirTouch for 5 years. Presently employed by BellSouth for past four years working on Atlanta Metro Plan large corporate project of 6 buildings and 7 parking decks.

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: Served as President of Atlanta IFMA chapter in 1988. Served as IFMA Board Member and Regional Vice President in 1989-90. Designed interior for G3 Executive Aircraft and Train Car for New Georgia Railroad while at Coca-Cola, among many large projects. Have enjoyed working on monumental project for BellSouth where we are designing space for and moving a total of 9,000 employees within Atlanta. The project has three sites, all on Marta access, and 4 of the employee parking decks with touch-down business centers will be located at the far ends of the Marta lines to enhance work options.



NAME: James W. (Jim) Pruett
COMPANY: Munters Corporation - Moisture Control Services
EMAIL: jpruett@munters.com
HOMETOWN: Atlanta

EDUCATIONAL BACKGROUND:

Business Administration

FAVORITE VACATION DESTINATION: St. Thomas, V.I.

HOW DID YOU GET INTO THE CAREER YOU ARE IN NOW? Referral from a friend in the insurance area

TELL US SOMETHING ABOUT YOU THAT YOU ARE MOST PROUD OF: Besides my wife and son, being able to help people in times of need after a disaster.

Let us get to know you! Send your Member Profile to fran.rissland@artandassociates.com or fax to 678-947-8593.



MAY LUNCHEON PHOTOS



Tom Haslach congratulates Ellen Townsend on receiving the Hummingbird Award.



IFMA Atlanta members enjoy May Luncheon.

ATTENTION IFMA ASSOCIATE MEMBERS

IFMA Atlanta board meetings are held the Monday evening before the Wednesday luncheon. There are approximately 20-25 attendees. This is a great marketing opportunity to present your company as well as its products and services to the board for the first 15 minutes of the meeting. If you are interested in hosting a monthly IFMA Board Meeting please contact Tom Haslach for more information at 678-354-6726 or thaslach@millicare.net.

NEW MEMBER ORIENTATION

The Membership Committee had another successful New Member Orientation at Steelcase last month. About 25 new/prospective members attended to hear more about IFMA Atlanta committees, general info and ask any questions. Thanks to Andrea Bruschi and her committee for organizing this event.

UPCOMING EVENTS AND SEMINARS

San Francisco Chapter Leader Workshop

June 12-13

www.ifma.org/ifmanet_eseries/tools/chapters.cfm or call 713-623-4362

BOMA Internationals Annual Conference and The Office Building Show™

June 28-July 1, 2003

San Francisco

IFMA is sponsoring two seminars at the show on June 30 and July 1

www.bomaconvention.org

PMI Global Congress 2003 - North America

September 18-25, 2003

Baltimore Convention Center

Baltimore, Maryland

www.pmi.org/info/PDC_Congress03.asp



IFMA WorldWorkplace 2003

October 19-21

Dallas, Texas



BRAVES GAME WELL ATTENDED

About 30 IFMA members braved the rain on April 24th for the 2nd annual IFMA Braves Game. A fun time and great networking was had by all that attended! Thanks to Gail Herndon and her Social Committee for organizing this event.





THE IFMA-YWCA COMMUNITY CONNECTION

Dear YWCA Board of Directors and YWCA Friends,

Steve Purdon's recent e-mail has served as a catalyst to take a moment to celebrate the wonderful community investment and the ripple effect of the YWCA of Greater Atlanta's partnership with the International Facilities Management Association. Over 4 years ago I had the opportunity to meet with the President and Community Services Chair to talk about IFMA's community involvement. In the past IFMA Atlanta had certainly supported the community through phonathons and events, but their Past President Harry Ludwig with King & Spalding wanted to explore a different way to connect IFMA Atlanta with the community. We discussed a new model to leverage IFMA Atlanta's incredible facility talent and expertise to help quality non-profit organizations that owned assets to better manage and improve those community assets.

The YWCA of Greater Atlanta and IFMA Atlanta developed a partnership to bring facility management, quality construction and renovation expertise to the YWCA and to help us build our internal expertise in this area (where many non-profit organizations have competency gaps), while also obtaining high quality construction and renovation support at cost. The concept was to create a model that could be duplicated with other non-profit partners in Atlanta and across the country.

Over the past three years, IFMA Atlanta has renovated the YWCA of Greater Atlanta's Northeast Intown Childhood Education Center to meet national (NAEYC) child care standards and also fully renovated our Cascade Transition House for homeless women and children to allow us to create more effective and child-friendly space to support a model curriculum and new residential program. Both projects were completed at the highest level of quality at 20-30% below cost and supported by many enthusiastic volunteers. We have decreased our utility costs due to the use of high quality roofing materials and construction, have air-tight windows in a historic property that meet child care standards, created and filled a Senior Operations Manager position better able to manage YWCA assets who benefits from professional development equivalent to the best in the industry, and have had the joy of working side-by-side with countless IFMA Atlanta volunteers to transform the indoor and outdoor spaces where we serve children every day.

We are fortunate to have such a wonderful and generous association like IFMA Atlanta in our community and such incredible leadership from IFMA Atlanta Past President Harry Ludwig, President Tom Haslach, President-Elect Mitch Rabil and Community Chair Steve Purdon. We are also very excited to be at the place where we can leverage and duplicate all we have learned over the past 4 years to benefit the overall Atlanta community. We wish all the new potential non-profit partners - The Frazer Center, Nicolaus House, Inner Harbour, YWCA of Northwest Georgia, Child Development Association of North Fulton and Families First - all the best with your projects and know you will greatly benefit in so many ways from this collaborative partnership. We are so appreciative of our "unsung heroes" and on behalf of the many children and families who will be touched by IFMA Atlanta's generous work with so many non-profit partners in the year ahead - thank you IFMA Atlanta!

*Ayesha Khanna
Chief Executive Officer
YWCA of Greater Atlanta*

50 YEARS IN THE MAKING



Baker Audio, Inc., a sustaining patron of IFMA Atlanta, is celebrating its 50th year in business in 2003. Over their long history Baker has provided professional audio and video solutions to clients ranging from The Beatles and Atlanta Fulton County Stadium to major corporate clients such as Cox Enterprises, AGL Resources and Equifax.

Baker would like to invite all IFMA members to celebrate this milestone with a party on June 12th from 3:30 - 7:30 p.m. at their location (2195 N. Norcross Tucker Rd., Norcross, GA. 30071). Catered food, drinks, entertainment and door prizes will be provided. RSVP at events@bakeraudio.com or call 770-441-2000. IFMA congratulates Baker Audio on their achievement!



HOW TO SELECT THE BEST CONTRACTOR SEMINAR A SUCCESS

Twenty-eight IFMA professionals attended the free seminar at the Bell South Midtown Facility. Dr. Kashiwagi presented a creative outlook to the contractor selection process. Selecting a contractor utilizing performance-based criteria has proven to bring projects in with the highest quality work, on time and within budget

The presentation focused on the following:

- Construction industry structure and source of problems.
- Why contractors and manufacturers provide minimal performance.
- How best value procurement can be implemented.
- What are the differences with best value procurement systems?
- How to use performance specification.
- How to use performance information.
- Case study results

A special thanks to Kathy Roper for her helping arranging our speaker, Dr. Kashiwagi.

*Dominic Radosta
Capital City Mechanical Services, Inc.*



THE CERTIFICATION EXPERIENCE

Reprint of an email message from Bob Box to Tom Haslach on May 22, 2003.

-----Original Message-----

From: bob.box@nokia.com
To: thaslach@millicare.net
Subject: Boom Box, CFM

Hi... I'm certifiable as of today. I felt relaxed because I gave myself permission to fail as long as I gave myself the best opportunities to pass (i.e., attending study classes, attending the prep course, etc.). I still gave myself positive visualization, but I was comfortable knowing I would pass eventually and that I would live long enough to eventually pass if I didn't today. I know we aren't recommended to do it, but I took the day off yesterday and absorbed more reading material on what I felt to be my three weakest areas, then I reviewed the sample questions and construction symbols, ADA stuff, etc. I had fish for dinner, then I got a good night's sleep.

I arrived to the testing facility early, and to my surprise, they let me start as soon as I wanted (as long as it wasn't after 9:30). I knew my energy is usually up early in the day, so I started right away. I recognized about 10 of the questions from our study classes throughout the course of the exam, so that was nice. The computer testing thing is great. If you aren't sure about an answer, you just "Mark" it and you will be given an opportunity to go back later and rethink it. I took advantage of this feature and I recommend you do the same. If you aren't 100% sure, just mark it and go back later. Sometimes the correct answer leaps out at you after you go back later.

Of course, pay special attention to answers regarding safety and costs, but I also noticed a good deal of questions that ask you what your "First action" would be to a situation. These seemed relatively easy to me after I read them a second time. The theme seemed to be (and there is no way of knowing if I was actually right about this or not) that the first action isn't necessarily an "action". It probably is consideration on the FM's part, or a discussion for clarity (instead of calling the National Guard or whatever). Just remember, when they ask you for the "First" thing you would do, just step back and think about what your first thing would actually be. I had a bunch of those.

I didn't read any of the case studies. There was one case study that had a table I had to refer to, but that was about it. For the questions I "Marked" in the case study part, I went back and scanned the verbiage for that particular case study, but I found it not very useful for me... you might find otherwise.

I ended up finishing about 1.5 hours before the deadline! I had taken advantage of all breaks and a full hour for lunch and still finished early. That made me feel a bit unsure, but hey, when you're done, you're done. Don't race through it, just go at your comfortable pace. You'll have time. I guess not reading the case studies really saved time for me.

When I hit the submit button to learn the fate of my efforts, I really didn't know what to expect. Sure, I felt like I chose the best answer for each question, but most all of the possible answers I didn't pick sounded okay. I really think the study sessions and the prep course helped me discern the most-correct answers... but even then, I wasn't sure if I had passed or not. I thought to myself, "It's okay. I did my best, and if it's not quite good enough this time, I'll get it eventually." Besides, I learned a great deal from you guys and spending more time with FMs to prepare for another attempt wouldn't be such an awful thing, would it?

Best of luck to you! You'll get it eventually... I promise! Relax and enjoy the experience. Time to celebrate at the Box-house!

Regards,

Robert J. Box, CFM
Workplace Strategy Manager, Americas
Nokia Real Estate & Facilities



CFM
News

CFM ARTICLES FOR POINTS

Attention all Certified Facility Managers! You can receive CFM Maintenance Points for writing educational articles in Industry Related Publications including our Chapter Newsletter.

For more information regarding CFM points, go to www.ifma.org, click "Certification" then "Certification Maintenance".

Please submit any articles of educational value that you are willing to share with your fellow Chapter Members to Fran Rissland at fran.rissland@artan-dassociates.com. Your participation is encouraged!

ASK ME ABOUT CFM

As a benefit to the Atlanta Chapter Membership, the Professional Development Committee plans to have members with CFM designation wear ribbons at each monthly meeting. Professionals and Associates are encouraged to discuss the benefits of getting CFM certification and information on taking the exam during the networking session before the meeting. Learn what certification is all about with other members who have become Certified Facility Managers. Ask questions, get the details, maybe hook up with a study partner. Cost? Experience required? Qualifications? Information on the test? Bring your own questions. Look for the CFM ribbon attached to member name tags.

LETTER TO THE PRESIDENT

Dear Tom:

Thank you so much for inviting me back for year number three of your Chapter's offering of the CFM Review and for your especially kind words. It was a pleasure seeing you and being with your Chapter again! I hope that you enjoyed the class and got a lot out of it. It was a good class and I continue to appreciate the Atlanta Chapter's commitment to education and professional growth. You can be very proud of your outstanding efforts. Don't hesitate to contact me if there is anything further I can offer and we'll look forward to seeing you in Dallas in October!

Always,

Peggy McCarthy, CFM, IFMA Fellow
EMA, Inc.



PROGRAM CALENDAR

JUNE 11

SPEAKER
Vern Vereen

TOPIC
Empowering Yourself

CORE COMPETENCY
Human & Environmental

LOCATION
Villa Christina

JULY 16

SPEAKER
Paul Doherty

TOPIC
Brave New World: The Impact of Globalization, Security and Technology on FM

CORE COMPETENCY
Technology/Operations and Maintenance

LOCATION
Loudermilk Center

AUGUST 20

CORE COMPETENCY
Real Estate

LOCATION
Maggiano's

SEPTEMBER 4

FM JOB SEEKERS SKILLS

SEPTEMBER 9

CARTERSVILLE LUNCHEON
Shaw - Plant X

SEPTEMBER 10

NEW/PROSPECTIVE MEMBERS LUNCHEON

SEPTEMBER 17

SPEAKER
Brian Shelton

TOPIC
Indoor Air Quality/Mold

CORE COMPETENCY
Human & Environmental

LOCATION
Villa Christina

OCTOBER 2

FM JOB INTERVIEWING LAB

OCTOBER 7

NORTH FULTON BREAKFAST
DeKalb Office Environments

OCTOBER 16

FALL CLASSIC

OCTOBER 18-21

WORLD WORKPLACE - DALLAS

NOVEMBER 19

CORE COMPETENCY
International Program

LOCATION
Loudermilk Center

DECEMBER 17

CELEBRATION OF EXCELLENCE

LOCATION
Carter Center

International Facility Management Association
Atlanta Chapter
1185 Willingham Drive
Atlanta, GA 30344



DIRECTORY UPDATE

Note corrections to mailing label at right and fax to 713-623-6124. Include phone/fax numbers.

