

Newsletter

THE
FACILITATOR
The Newsletter for facility management professionals

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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

President's Podium

The March Board Meeting was devoted to the topic of Membership. The chapter's membership team is divided into two committees: recruitment and hospitality. The hospitality committee is responsible for working with our existing members and providing for our new members. They welcome our new members at our monthly meetings and provide for "new member" breakfasts. If you are a new member since our last breakfast, you are invited to attend our next new member breakfast on April 20 at the Sprint campus. If you are not contacted by the end of March, please contact Cindy Brock-Korn at (816) 276-6080 or email to cindyb@taylorball.com for details. The committee is also looking into a Royals Night for the chapter, and will also be contacting our out-of-town members to see what we can do to enhance their membership.

The second membership committee is recruitment. Our chapter has reached a plateau of slow growth. We are gaining members, but at an approximate rate year. Additionally, we no longer have a waiting list for associate members. We are a strong chapter, but we need to recruit new members to sustain our organization. The recruitment has this challenge and is developing several innovative tactics to achieve our goals. Some tactics include working with the Greater KC Chamber of Commerce to identify companies currently have members in IFMA. From this list they will develop a target list to actively recruit members. We will also be targeting larger companies who currently have minimal membership. In addition to the successful "Bring A-Buddy" campaign, we are considering other incentives to bring in new members as well as incentives to our new members.

It is important to remember that it is not just the responsibility of our membership committee and greet our new members, but we all must do our part in promoting our chapter and our members feel a part of the chapter. If you have any ideas for either the Hospitality or Recruitment Committees, please contact Bill Koppen or any of the chapter officers.

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Richard Bond

Chapter
President

Summer Interns Needed

The chapter has received requests from two (currently) individuals requesting assistance summer internship/employment. They are both Graduate Students. One is from K-State (Architectural major) and one is from MU (Environmental Design). If you can provide any information in this area, please contact Rick Bond at 913-315-8464.



Communications and the Facility

by Jane Ann Carmichael

Recently I had the opportunity to interview two of our chapter members about the critical communication in the facilities management business.

Teena Shouse of Sprint emphasized that good communication begins with the facility department. All must have a clear understanding of the goals, objectives and service level expectations for management. Alan Bram of the Jewish Community Campus believes that lack of communication is often the cause of conflict between individuals, departments, and customers. It can lead to unmet expectations, misunderstandings, no understanding, rumors, hurt feelings, missed opportunities, and more.

The techniques to enhance communication are varied. Circumstances often dictate the techniques used. To assess customer satisfaction a survey can be used. Teena warns that certain steps should be followed in preparing a survey:

- Ask questions only about those things that are in your control.
- Let people know their help is needed in effecting change.
- Communicate results to participants to let them know you listened.
- Develop a plan of action to implement change if indicated.

Another effective method is observation. The manager should walk around the facility, notice what is happening, and ask questions of the customers and employees.

A "Quality Council" of peers is another technique that Teena used quite successfully. By selecting representatives from each location across the country to share ideas and experiences, they were able to encourage the feeling that they were all a part of the company. This "connection" made them a part of the process and not victims of the process. Once again... they were heard!!

Communicating the role and response of the facility department is also very important. They found that the use of humor can be very effective when used appropriately. They used what they called "informative cartoons" to express housekeeping concerns. The message got across without offending anyone.

Alan Bram uses a monthly newsletter that he prepares. It includes current projects, preventive maintenance measures taken, introduces new staff, projects being planned, and personal news about births, marriages or other significant events.

A quick response to service requests is an effective tool. This doesn't mean they can get it done immediately, but it does let them know you are aware of the situation and the request is being handled.

To sum up, communication requires the facility management staff to have clear goals and objectives. There must exist effective tools to assess customer satisfaction and effective tools to communicate the role and responsibility of the facility department and its responses to its customers. The

should speak with confidence, maintain a sense of humor and be a good listener. Success

Jane Ann Carmichael is a KC IFMA member and employed by Shaw Contract Flooring. She can be reached at jane.carmichael@shawinc.com.

Educational Opportunity

The April IFMA/BOMA Trade Show will include a training session presented by Kelly Rydz Consulting on Property Reviews (audits). With over thirty-five years experience in facilities worked in this field with many distinguished organizations including Sprint, Walt Disney World International and the State of Arizona.

Participants in this session will not only learn when to perform reviews, why reviews are budgeting and planning efforts, but also get detailed steps on collecting and storing reviews producing meaningful reports, comparing properties and some interesting insight into the photography. The use of software to aid the process and case studies will be discussed. Participants will know how to organize, plan and execute effective reviews, store the information for future comparison and to provide highly useful reports.

This program will show how property reviews can be a positive experience of discovery instead of a dreaded facility audit. The property review process can be a tremendous tool toward the facility manager.

The best part: It's FREE and will offer .5 certification points! For more information please contact Roberta Lovin, Education Chairman, at (816) 435-8279.

Special Invitation

The Membership Committee would like to cordially invite all new members to a **New Member** on Thursday, April 20, 2000. This invitation is open to any new member who has not been to a new member function. If you're a new member with any questions, please contact Cindy Brock at (816) 6080, Joe Cherrito at (816) 358-6965, or Bill Koppen at (913) 888-6464.

Come meet the IFMA KC Board — They're serving you breakfast!

WHEN:

Thursday, April 20, 2000
7:30 a.m. to 8:30 a.m.

Where:

Sprint World Headquarters Campus, Overland Park, KS
Call for details of location Map available upon request

Cost: NO COST to new members who have not been to a new member function

RSVP: Call Cindy Brock at (816) 276-6080 by Monday, April 17

April Program Preview

2000 Real Estate Management EXPO Sponsored by BOMA, IFMA, IREM, CCIM

This year's EXPO will be held at the Hyatt Regency Crown Center from 3:30 to 7 p.m. It is cosponsored by BOMA, IFMA, IREM and CCIM. In conjunction with the trade show, IFMA

an educational opportunity where CE101 credits will be awarded and there is NO CHAR. For more information on the class, see the article on "Educational Opportunity" in this newsletter.

As an added incentive to increase attendance at this year's trade show, BOMA is offering a lucky attendee. Upon entering the exhibit hall, each guest will randomly draw a combination that will be filled with \$1,000. The prize will be given at the conclusion of the trade show and will be present to win.

For additional information on the trade show, contact Rita Beebe at (913) 307-4260 or Susan at (913) 541-0020.

When:

Tuesday, April 25
3:30 to 7 p.m.

Where:

Hyatt Regency Crown Center

Cost:

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

RSVP:

Call 913-906-6000, ext. 1144 by Mar. 17.
Speak clearly and/or spell your name.

March Program Review

Disaster Recovery and Business Continuation Planning

Holy disaster, Batman, what do we do now?!

According to FEMA (Federal Emergency Management Agency), 60 percent of all disasters are man-made; however, not all emergencies are considered disasters. Immediately following a disaster, 40 percent of businesses will not re-open. Orman Enke, Facility Manager for Fortis Bene, was the speaker for the March program. Orman, a long time IFMA member and registered professional, is a vital component to the business recovery plan for Fortis. In fact, for the past four years, he has been responsible for the development and implementation of that plan. Orman shared his high-level process and offered available resources. The following outline highlights that process:

Preparation

- develop your organizational team
- design your Business Impact Analysis (BIA), showing your company's financial exposure and operational impact for the first 30 days
- software options to help manage the plan
- develop business unit plan, including testing and exercising the plan

Disaster Declaration

- ascertain that an emergency exists
- activate the business continuation plan

Business Recovery

- notify employees and the public of the disaster or emergency
- authorize necessary expenditures
- monitor and coordinate all facets of alternate site usage

Restoration

- focus on the original facility with appropriate action plan
- shift from recovery team to facility restoration team efforts and resources
- continue communications

Of course, to ensure any plan's success, the following factors must be in place:

- Senior management support
- Engage the imagination of the recovery team members
- As with all "living documents", update and test regularly
- Employee education, communication, and support

In closing, John Miller, from FEMA, reiterated the importance of having a plan in place at that Johnson County had been selected as an "Impact Community," taking responsibility fate, in the event of a local disaster. IFMA member Linda DeTienne of NCRI — National Restoration, Inc., also provided attendees with their own copy of NCRI's Emergency Pla

For more information on this subject, contact Orman Enke at orenke@us.fortis.com. Orman would also remind every complete and return the survey they were given as soon as possible.

Quick Pix



Marie Galvas and Sam Davidson listen intently to presentation

Orman Enke, Fortis Benefits presenter



John Miller, FEMA



Scott Quarterson, Karl Graft and guest James Sharpton

Sharon Watkins (guest), Jane Ann Carmichael, Tony Mannella and Sam Davidson



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