

Newsletter

THE
FACILITATOR
The Newsletter for facility management professionals

September

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President's Podium – Where Does Time Go?

*I would be remiss if I didn't give one last push for **IFMA WORLD WORKPLACE – NORTH AMERICA**. September 23-25. If you haven't yet registered, stop what you are doing and go on-line to www.ifma.org and sign up. If you can't attend the entire conference, you can sign up for part or at least volunteer to help. To [volunteer](#), contact Becky Beilharz, 913-362-1040, blbeilharz@aol.com. Support your professional association and local chapter. See you at World Workplace!*

I can't believe summer is almost over, and soon it will be time to check out the snow clearing machinery, inventory the ice melt, and review the snowplowing contract.

Looking back over the summer is exhausting. There were four remodeling projects and one extensive renovation project. Outdoors, there were major repairs to the parking lot, relining, adding speed bumps down the crazies, and the usual problems with the irrigation system.

One of our tenants is a day school. As soon as school ends, we have a two-week 1500 day and sports campers descend. This time is needed to prepare for the camp stock of all the tasks needed to get the school ready for the next year. One of the parts of the school facilities, so when camp ends in August, we have one week to get teachers and another week to complete all the work needed to ready the school for the year. This requires close coordination and cooperation with our housekeeping vendors, and our own staff who are frantically cleaning, painting, stripping and waxing, moving furniture, assisting teachers, etc.

Of course, for me the summer gets intense because we also have to care for outdoor areas and playgrounds while our staff is reduced because of vacations.

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Color-Art Office Interiors



Facility Source Inc.

Mark Your Calendar

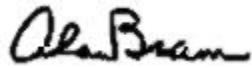
May 18, 2004
Tour of Kansas
Speedway

June 3, 2004
Annual Golf Outing
Painted Hills Golf
Course

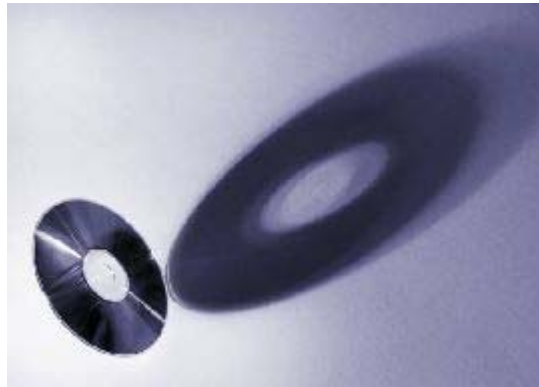
July 20, 2004
So You Want to
Build a Building
Christ Community
Church

Though summer may lead to exhaustion, it also provides satisfaction. The variety get called upon to perform, within the limits required, make the job interesting and I can look back and be proud of the work we accomplished. The building looks good projects are completed, though more are ahead. I feel fortunate to have a good set of good relationships with our vendors and contractors.

I enjoy being a Facility Manager. Every day is interesting and challenging.



Alan Bram, President
Kansas City IFMA Chapter



ORGANIC, HOLISTIC CASE PROGRAM At INFORMIX SOFTWARE

1

Introduction

Organic, Holistic Workplace Management, as practiced by the Corporate Real Estate Facilities Management Group at Informix Software, has applied new philosophies on how carpet is purchased, maintained, and utilized for this global software development company.

Business Challenges

Moore's Law, the theory that the speed of computer processors doubles every 18 months, should only apply to computer hardware – but this rapid pace of business decision-making and strategic initiatives also compresses the support requirements for high tech businesses. Mergers, acquisitions, and changing market opportunities lend themselves to quarterly major business changes not traditional five or ten-year real estate plans.

Like many tech companies, Informix tends to change the real estate portfolio to fit needs on a high frequency basis. During the 1980s and early 1990s, this meant double growth of revenue, people and space. We typically outgrew facilities within two months of a five-year lease term. Often that meant moving to a new location and abandoning improvements that were not fully depreciated. In the mid-90s, it meant acquisition of database development companies and combining offices. Most recently it has me

consolidation of existing offices as more workers telecommute, work from customer locations, and employees have less need for fixed space.

Portfolio Description

Informix is a \$1.2 billion (annual revenue) data management technology company 25 years old. A global organization, it has a corporate HQ in Menlo Park, California and regional offices in the San Francisco bay area, Portland, OR, Denver, CO and a service/support center in Kansas City. Additionally, there are over 100 field sales offices in 40 countries where office properties are leased in a variety of gross and net leases.

Until three years ago, carpet purchases and maintenance were procured in a traditional manner, utilizing landlord standard finishes and tenant improvement allowances to fit out office interiors.

Informix competes with software companies like Oracle and Microsoft for business customers. Corporate appearance in both customer contact and employee office is important to demonstrate the commitment to a quality environment that projects a positive image and productive workplace.

Carpet Selection Challenges

Delivering effective solutions in a dynamic workplace led by Richard Hunt, Executive Director of Global Workplace Management for Informix, in the quest for a carpet program that would deliver aesthetically pleasing design, durability, maintenance, and reuse capabilities. He wanted to be able to provide flexibility of space without disposing of the carpet area over. The quarter-to-quarter mentality made it very challenging to change the mind set of "buy cheap and throw it away."

"When I first joined Informix five years ago, I started visiting our field and corporate locations. Informix typically took leased space in prominent Class A buildings in major cities. Fit and finish were usually first rate and a standards program existed for the furniture program worked extremely well in providing quality workstations and maintaining well as space was reconfigured for a growing company. However, when visiting these sites, I noticed we had great space, good furniture, and dirty carpet. There were several reasons for this, among them the fact that we didn't have on-site dedicated personnel in field sales locations and people just got used to the fact that the carpet was to be dirty. It was usually addressed as a maintenance issue, but the janitorial companies provided by the landlords weren't interested in a high quality carpet maintenance program."

I had developed a successful carpet maintenance program during my previous position at a regional retail bank corporation. So at Informix, I worked to develop a carpet maintenance program to bid out the work for all of our North American facilities. We wanted one vendor to provide a consistent solution in all markets. We issued bids to the top four carpet maintenance companies and selected what we felt was the best combination of cleaning technology and the administrative infrastructure to deliver a consistent service in over 50 buildings across the United States and Canada".

Carpet Option Evaluations

After tactically addressing the maintenance problems, the next logical step was to create a strategic plan to address the entire carpet program. We joke about our “holistic, organic” approach to real estate and facilities management, but this isn’t just a new age or a “fad of the minute” philosophy. It is a concept that allows us to understand and balance corporate needs with fiscal responsibility to build programs that work. It consists of the following steps -

- **Holistic** - Address the entire process – The best way to fix a problem is at the beginning of the process. A solid maintenance program is critical to good-looking carpet. Other factors should be built in at the beginning? Construction, color, pattern, manufacturer support, and maintenance all have to be factored into product and carpet program management. Carpet that looks great on the color board, but doesn't maintain well, is not a responsible design practice. We worked with our design team to come up with a product that would look as good in year five as on day one. Most people laugh when I tell them that level of expectation, but if you look at a site where we have instituted the program, the carpet consistently looks great.
- **Organic** – The program evolves to fit the organizational environment - Develop a program that is “right” for your organization. The same program that works in one environment may not be right for an office area. Sales and customer contact requirements may require more detailed design concepts.
- **Flexible** - We not only wanted a program that provided good appearance, but also provided flexibility. With business changes, there are literally times that we need space for as brief as one or two years before relocating. In the past, that meant a compromise by either a) taking the cheapest carpet available and when we left the space, or b) installing a higher-priced product and walking away with our investment. We chose option c) to treat the carpet as an asset, just like any other program. Our lease negotiations specify that Informix will provide the carpet, remove it when we vacate the premises. So far, all of our landlords have agreed to this concept when we lease new space.

Policy and how we arrived at it

- **Loop pile construction with pattern** – Manufacturers will tell you cut pile is the best, well, designers many times don’t like to specify it, but our preference was a patterned product that we felt would do a better job of hiding spills, hold up to showing traffic patterns and overall perform better in the long run. The exception is accent products we use for design enhancement.
- **Modular 36” cushion-back tiles** – To provide the flexibility we required, modular was the only solution. The industry standard has quickly become 3’ square tiles with the exception of the 18” accent pieces. The larger tiles result in less seams, easier installation, and more efficient handling. Cushion-back is the industry standard moving forward – better feel, better performance.
- **Partner with quality company who shares philosophy** – Whatever your philosophy, find someone who shares the same values.
- **Universal design** – By utilizing the same design color and pattern for all locations.

able to maximize our purchasing agreement, standardize for transfer of pro ensure a match with our furniture standard colors. We don't re-invent our s custom to each site. This lowers costs and increases speed of design proces

- Longevity - No throw away carpet; we expect to receive 10 – 15 years life carpet with the potential to be refinished and extend the life even further. V pattern that could easily lend itself to being refinished and renewed with a pattern.
- Asset – We treat the product as an asset, retaining ownership and making it be portable.
- Lease negotiation point – It is critical to get the landlord to understand the and negotiate the carpet ownership issue. There is no financial loss to the l tenant, just a different strategy on lease negotiation and where tenant imprc dollars are spent.
- Maintenance program – Buying good carpet is the first step, but it has to be in a quality program to ensure appearance and long life.
- Train staff on holistic philosophy – Your staff needs to understand the phil into the program and ensure its success.

Benefits

1. Financial investment. We are able to maximize our investment by maintain an asset, and so far we haven't thrown away product after relocation.
2. Flexibility. We can be flexible in our space use and real estate plans
3. Appearance. Our carpet looks good all the time
4. Environmental concerns. We are not disposing of carpet into a landfill bef we expect to get 15 – 20 years or more out of carpet. The installation and c processes we have specified improve our indoor air quality over traditional

Advice and Lessons Learned

- In this case, “service led sales”. We deliberately chose products based on a with a supplier that could service as well as sell product. Fortunately, we h that could do both, but service is the key differentiator in carpet today.
- We designed the program with the field carpet design standards in mind an incorporate specified “higher end” space for customer contact areas. We ha expanded the program to include designs for this type of space.
- Better patterns are available today. When we chose this product, we were a frustrated by the choices in patterns. In the last two years, I have seen patte would prefer. This is a trade off at a certain point of having to choose and s standard.

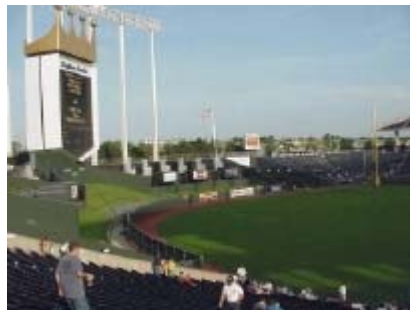
- Take the long-term view. The program can't work if you don't sell it inter long-term financial and performance issues clearly defined. Make a good f supplier, product and maintenance provider. This is a relationship that need the life of the product.
- We have reapplied over 100,000 square feet of this product in the past 18 n have changed space due to business requirements. This is a validation of th the program. We have also been able to reapply and redirect inventory to p projects. By having a ready supply of product "in the mill", we have been a product to a higher priority project when the need occurred.

[If readers would like to discuss our program, I can be reached via e-mail at rhunt@informix.com](mailto:rhunt@informix.com)

August Program Review

By I

Wow, what a night! The only improvement needed was a win for the Royals. It w evening with good friends, good food, and a good time for all. On August 21st, a IFMA members, spouses and other guests attended the KC Royals stadium and w game from the Royal Pavilion. The Royal Pavilion is behind the left field outfield provided a private area for us to get to know each other better and enjoy a beautif under the stars. We even had five guests from the IFMA Houston office in town t plans for the upcoming World Workplace conference. They are excited about the conference, and are pleased with the registration and exhibition numbers. We wo thank Dennis Longworth, Charlie Claar, Marla Wunderlich, Angelique Florez, ar Uschold for making time to attend our event. The evening promised to be quite w Texas guests bringing their heat wave back to the KC area, but a gentle breeze ke Unfortunately, the Chicago White Sox put a damper on the evening by defeating 1, but that was the only low point of the evening. A drawing was held for the last NASCAR tickets and the lucky winner was Ken Sidorowicz, Jennell Hall's husb: Jennell – enjoy the day!



It was a beautiful night at Kauffman Stadium.



Jennell Hall and Jim Wilkinson fou register us.



IFMA Members and guests had the Pavillion all to ourselves.



A truly close encounter with the S



What a view!



The Pavillion and Scorebo



How can you beat these seats?!



We really did watch the game s



We enjoyed the game, despite the loss to Chicago.



The fountains are even more beaut



*IFMA National Representatives attended the game as our guests.
(L to R: Jennifer Uschold, Angelique Florez, Charlie Claar, and Marla Wunderli*

Congratulations!

B:

Please join me in congratulating Kim McDaniel of Utilicorp on passing her CFM knowledge, she is the first graduate of our CFM Study Group to achieve the lofty trust, not the last! In addition, shortly after achieving her CFM designation, Utilic executive management recognized her achievement by promoting her to Facility

Way to go, Kim!



WOW! World Workplace 2001 is just 5 weeks away! How exciting to be the host of the premier facility management event in the World.

Many KC IFMA members have been asking about hosting a special event to share midwestern hospitality during World Workplace. Rather than individual member companies holding several smaller events, we thought a larger chapter function would be better. By pooling our resources, we can plan a very special activity.

This special event is planned for Monday evening, September 24th. Invitations to be extended to all KC IFMA members and members from chapters in Missouri, Kansas, and Nebraska. This will be a time to relax after a day of learning, develop new relationships, and renew old ones.

Time and location are being finalized. The location will be within walking distance of the Convention Hall, and the time will be around 4:30 – 7:00 p.m. Further information will follow.

To all the members and companies asking, “*What can we do?*” Here’s your part. Your contribution will give you an opportunity for special recognition before and during the event. Your contribution will also give you the opportunity for special invitations.

If you are interested in being one of the hosts or have any questions concerning this event, please contact Dick Cooper at rcooper@acskansascity.com or (913) 345-0022.

IFMA September Seminars

Registration Cut-off Date: Sept. 5, 2001

IFMA's competency-based courses address tasks and projects you perform daily as a facility manager. Visit www.ifma.org to read about our September course offerings in Kansas.

Missouri, USA. Then simply click on the date of your choosing to register online

Register for one-day seminars or SAVE by enrolling in a five-, three- or two-day
Look for the Seminar Package option to take advantage of series savings!

NOTE: A two-day CFM Exam Review will be offered September 20-21, 2001.

Sharpen your skills and gain valuable insight into the vast disciplines you are req
on the job. For more information, visit www.ifma.org, call 1-713-623-4362, or er
events@ifma.org.

**IFMA World Workplace 2001
Kansas City
September 23-25, 2001**

The international convention of IFMA members will be held in Kansas City this
expected draw of 8,000 attendees. There will be 80 educational sessions and an E
more than 200 vendors displaying their products and services over the three-day

The Kansas City Business Journal has ranked World Workplace as the 7th larges
to be held in Kansas City during 2001. Attendees will be facility management per
all across the nation and from international locations such as England, France, Ge
Canada, Mexico and more.

For more information, check out the IFMA web site at www.ifma.org.

| Welcome to our New Members | |
|--|--|
| Suzette T. Burton Baer Supply Company Kansas City, MO 64126 Phone: 816-985-7263 Fax: 816-231-7329 Email: sburton@baerco.com | James D. Easley Facilities Specialist NCS Pearson 3833 Greenway Dr. Lawrence, KS 66044 Phone: 785-838-2156 Fax: 785-838-2156 Email: easlda@ncs.com |
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| David A. Wolk Supervisor Maintenance | Kelly P. Uehling IS Engineer |

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Be A Sport!



Show Support for the IFMA Foundation! 2001 Foundation Gala

The Pavilion at Arrowhead Stadium, Kansas City

Saturday, Sept. 22

7 p.m. - 10 p.m.

You don't have to be a sports fan to enjoy all the activities we have planned for this unconventional "tailgate" party! Amazing Kansas City barbecue, a hot band featuring an eight-piece horn section, and interactive games, including basketball, football and baseball Pop-N-Shots and two-seat race car games!

The best part about this tailgater? You don't need a car! Busing is provided from all World Workplace convention hotels.

The Gala benefits the **IFMA Foundation**, supporting research and education to advance the field of facility management. Tickets: \$65 (U.S.) prior to event or \$75 (U.S.) at the door. For more information, call the IFMA Foundation at +1-713-623-4362 or e-mail foundation@ifma.org.

KANSAS CITY IFMA CHAPTER BALANCE SHEET 6/30/2001

ASSETS

Cash and Bank Accounts

Checking

Money Market Sweep Acct.

Savings

Total Cash & Bank Accts

Other Assets

Accumulated Depreciation

Capital Assets

Certificate of Deposit

Total Other Assets

Investments
 General
 Scholarship
Total Investments

TOTAL ASSETS

LIABILITIES & EQUITY

Liabilities
Equity
TOTAL LIABILITIES & EQUITY

**UTILITIES COUNCIL -
DOUG UNDERWOOD GOLF TOURNAMENT**

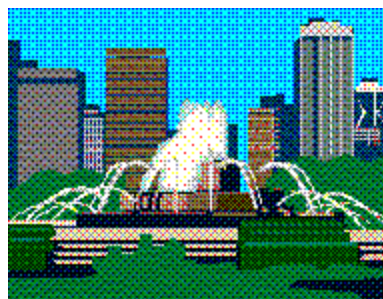
The Utilities Council and the IFMA Foundation each year jointly sponsor a golf tournament on the Saturday preceding World Workplace. The proceeds of the tournament are used to fund a scholarship, which is awarded each year at World Workplace (WWP) and pay the recipient to attend WWP. Additionally, a student luncheon during WWP is funded with the proceeds.

This year's tournament will be held at Dub's Dread Golf Club in Kansas City, Kansas on Saturday, September 22 with a shotgun start at 8 a.m.

This is a great opportunity for companies to sponsor holes and gain national exposure. Facility Managers from across the country. It is also a great opportunity as players talk with FMs from across the country in a relaxed and fun setting. If you would like to sponsor a hole, contact Richard Jackson at IFMA national. If you wish to play, there is a national's website. You do not need a foursome to sign up.

I look forward to seeing many of you on the course. If you have any questions or need assistance, please contact Rick Bond.





How Well Do You Know Kansas City?

To help us prepare for the 8,000+ visitors to Kansas City during the 2001 IFMA World Workplace, September 23-25, let's study a little about our fine city.

This is the third and final segment of a three-part Q&A tool designed to test your knowledge of KC.

Part III

31. What is Signboard Hill known as?
32. What is the longest boulevard in Kansas City? (Hint: Not the Paseo)
33. Name the nationally recognized rock band whose key members are from Overland Park?
34. At what liquor store can you also buy fried chicken?
35. Where is "Lumberman's Row"?
36. What best selling jazz guitarist hails from Lee's Summit?
37. What high school did Nicolette Larson attend?
38. Which park was the site of the bloodiest segment of the Battle of Westport?
39. What do the initials "MCI", that appears on luggage tags, stand for?
40. Where did the Meyer Circle Sea Horse make its home for 300 years before coming to Kansas City?
41. What handsome co-star of the "Carol Burnett Show" was born in Kansas City?
42. Who sits across from the Ritz-Carlton Fountain with his wife?
43. What structure built in 1869 led to Kansas City's growth?
44. What happened at the municipal stadium on September 17, 1964?
45. What gang of bank robbers met while they were confederate soldiers at the Battle of Westport?

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International Facility Management Association's
World Workplace 2001
Will be held in Kansas City!

Plan now to be a part of this outstanding conference.

September 23-25, 2001

For more information contact
Becky Beilharz at (913)362-1040 or
Teena Shouse at (913)315-3046.



CFM'S KNOW - DO YOU?

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

What is the primary purpose of a shop drawing?

- A. To show how a contractor plans to build something.
- B. To call attention to items requiring additional work.
- C. To confirm the materials to be used are appropriate.
- D. To allow the contractor input in the design phase of a project.

Answer to last month's question:

C. Prohibit producing CFC refrigerants R11 and R12.

Answers to Kansas City Quiz - Part III

- 31. Crown Center
- 32. Benton Blvd.
- 33. Shooting Star
- 34. Gomer's
- 35. Jansen Place
- 36. Pat Methaney
- 37. Bishop Hogan
- 38. Loose
- 39. Mid-Continent International
- 40. Venice
- 41. Lyle Waggoner
- 42. Winston Churchill
- 43. Hannibal Bridge
- 44. Beatles Concert
- 45. James Gang

Quick Pix

"KC IFMA Night at the Royals"





The last diehards to leave the Royal



The DeTiennes were the last ones to leave the parking lot! - Thank heavens for the complimentary car service!

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