

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



President's Podium STRATEGIC PLANNING

On Wednesday, August 28th, twelve chapter leaders met with Linda Beverly from IFMA headquarters in Houston. The purpose of the four-hour meeting held at the Jewish Community Campus was to pull together the data collected from the chapter membership survey distributed a few months ago into a viable strategic plan that would guide the chapter in the future. There were 62 responses to the survey, which represented 27% of the chapter membership. This validates the findings.

Items addressed included:

- Future issues facing the chapter members and how should they be handled.
- Analysis of the chapter: Whom do we serve? What do we provide and how? What should our business be? Who should we serve and how?
- What factors in the current business and economic environment will affect us, and what will their impact be?
- Who are our direct and indirect competitors?
- What are our strengths, weaknesses, threats and opportunities?
- What are the values of our benefits and services?

The objective of this session was to develop a viable, relevant plan to best serve our membership.

Three goals with accompanying objectives were established. They are:

Goal 1

Promote and support the success of our members through education, information, communication and interaction.

Objectives:

- Provide opportunities for professional and personal development.
- Provide access to resources related to the facility management profession.
- Provide opportunities for member interaction.

Goal 2

Advance the visibility and value of the facility management profession.

Objectives:

- Develop a public relations campaign.
- Provide resources to aid the members in promoting their value in the organization.

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Goal 3

Advance the chapter through growth in membership by expanding markets, resources and services.

Objectives:

- Identify any current and additional geographic markets or market segments.
- Increase the membership base.
- Develop program to retain members.

The **challenge is for current chapter leadership** to keep these goals and objectives before them when they are planning programs and services for our members. Action plans will be developed to move us toward the accepted goals.

The **challenge for the membership** is to step forward and participate in the governers of the chapter. There is so much that can be done to advance the members and the profession, but it will require more participation. One need not make a year-long commitment. Just commit to one short-term task. There is room for you on any of the following committees. Call the chairman and volunteer to make your professional association the best in the country.

Program Committee	Jackie Coleman	913 227-7763
Education Committee	Linda DeTienne	913 663-4111
Facility Audits	Robert Rives, CFM	816 833-1000 ext. 1311
Membership Committee	Donna Koontz	816 753-7600 ext. 1310
Golf Outing	Rick Bond	913 315-3872
Newsletter	Linda DeTienne	913 663-4111

Attending the Strategic Planning meeting August 28th were: Becky Beilharz, Alan Bram, Dick Cooper, Sam Davidson, Linda DeTienne, Donna Koontz, Lee Kortemeyer, Kim Morrissey, Scott Reeder, Danny Sexton, Allyn Starr, and Jim Wilkinson.

Feel free to call me if you have any questions about the strategic plan or want to volunteer your services, but aren't sure where.



Alan Bram, President
Kansas City IFMA Chapter



AUGUST PROGRAM REVIEW

Kansas City Southern Tour

By Robert Rives

The August meeting was held Tuesday, August 20 at the new Kansas City Southern Corporate Headquarters in downtown Kansas City. The new facility is located on the historic west side known as Cathedral Square because of its location between two historic cathedrals - Grace and Holy Trinity to the south and Immaculate Conception to the north. The 60 members and guests attending the tour enjoyed a cocktail buffet supplied by Tony Ferrara's Ristorante.

Our host Doug Banks of KCS, along with representatives from architect CDFM/BNIM, and general contractor, J.E. Dunn gave us a delightful informative tour. The six floor, 130,000 square foot building is designed in the tradition of a turn-of-the 20th century railroad headquarters complete with a clock tower on the backside.

Outside Design

A copper roof and complimentary panels chemically treated to advance aging create a weathered look. Balconies on the fifth and sixth floors provide views of the city and display a lighted KCS logo. An open-air train shed on the south side houses a Pullman-built railroad office car, named the Harry S. Truman. President and Mrs. Truman traveled on this car between Kansas City and New Orleans. It will now be used for meetings and entertainment. Four and one-half acres of landscaped gardens with fountains and waterfalls, using native grasses and plants, can be found along the KCS railroad tracks.

Inside Design

The Grand Hall is a two-story lobby with brick and limestone columns including display cases with KCS historical artifacts and memorabilia. Cherry wood and bronze fixtures are used throughout the building, complimented by granite and rich textures of fabrics, wall coverings and paint, primarily in earth tones. On the second through sixth floors, the elevator flooring utilizes alternating carpet and granite to create the illusion of a railroad track heading off into infinity and leading the eyes to the art walls at the end. There is an open concept utilizing workstations, with offices primarily on the inside. A large training and multi-purpose room are located on the fifth floor. There are conference rooms named after cities served by KCS or KCS historic figures. Each floor has strategically placed fax machines, printers, copiers, refrigerators, coffee makers and centrally located restrooms.

Anthony Benton Gude, grandson of famous Kansas City artist, Thomas Hart Benton, has been engaged to do several paintings and murals. The fifth floor is the main entry for visitors and customers with a unique meeting room and an octagon-shaped wooden staircase leading to the executive offices on the sixth floor. (Yes, we did get to tour them also.)

At the top of the staircase is the interior of the clock tower with a bronze chandelier that is a smaller scale replica of those hanging in Kansas City's Union Station.

Everyone enjoyed the tour! If you missed the opportunity, enjoy the pictures.

Kansas City Southern inlaid logo



The rear view of the building



Doug Banks of Kansas City Southern



The Grand Corridor



A railcar

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SEPTEMBER MEETING PREVIEW

By Diane Bashor

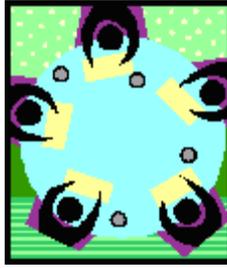
Our September meeting will be held at the Jewish Community Center on September 17th. We will be offering our ever-popular round table discussion. The meeting will be held over the lunch hour from 11:30 a.m. to 1:00 p.m. There is parking available in the lot adjacent to the center.

We will provide three different discussion groups. Susan Mosby will lead one of our discussions; she will be sharing a study that she has been involved in about the “Intersection of Architecture and Organizational Effectiveness”. Susan has completed interviews with five clients, along with an organization behaviorist, and has some current findings that she will share with us. Susan is a principal with the architectural firm CDFM2.

Sherri Enright is currently the Vice-President of the Human Resources Department at Blue Cross Blue Shield of Kansas City. Sherri will offer some insight on how she is dealing with many of the processes of Human Relation issues at BCBS. She will share her thoughts concerning the law and the interaction with these issues. HR departments deal with many workforce issues - security, new hire practices, terminations, violence in the work place, etc. Sherri welcomes any questions our facility management professionals may have for her.

Our third topic will involve terrorism. Since September 11, 2001, there has been a heightened awareness of terrorism across the world. We will have a representative from the FBI to discuss this topic with us. Michael Tabman is the Assistant Special Agent in Charge for the Kansas City Field Office. I am sure that there will be more discussion questions than he will be able to answer.

I hope you will mark the 17th of September on your calendar for our next IFMA program.



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Kudos for Teena!

Teena Shouse has been named the 2002 recipient of the Sprint Paul Henson Award. This award is given out annually to the Sprint employee who most exemplifies the qualities of Paul Henson, the company's former Chairman. These qualities include:

- Basing personal decisions on the highest ethical standards.
- Exhibits outstanding leadership in the community through participation in community projects and dedication to the improvement of society.
- Earning the respect and trust of others.
- Practices teamwork in both professional and business life.



Teena has held just about every volunteer position in the Kansas City Chapter of the International Facility Management Association, and is currently a member of the Board of Directors of IFMA. She is very active in the City Union Mission, which provides assistance to homeless women and children. She has developed a successful mentoring and fundraising program for the City Union Mission. Recently, Teena ran her first marathon to raise over \$4,000 for leukemia research.

At Sprint, Teena is Manager of Employee Services at the Sprint World Headquarters Campus in Overland Park, Kansas. Our Chapter is honored to have Teena as an active member.

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Walk a mile in Tiger's shoes . . . at the Angus Glen Golf Course!

**The Utilities Council
Doug Underwood Annual Golf Tournament**

Saturday, Oct. 5 from 8 a.m. to 2 p.m.

Just two years ago, Tiger Woods triumphed in the Bell Canadian Open held at the Angus Glen Golf Course in Toronto, Ont., Canada. Now you can test your athletic prowess at this very course, while helping to raise funds for the IFMA Foundation!

Entry fee: \$125 U.S. per person (includes breakfast, lunch, green fees, cart, range balls and use of locker rooms).

Register online at http://www.worldworkplace.org/northamerica/2002/spec_event.html

To request a form, e-mail: foundation@ifma.org or call 713-623-4362.



Take a look...

**Walk a mile in Tiger's shoes...
at the Angus Glen Golf Course!**

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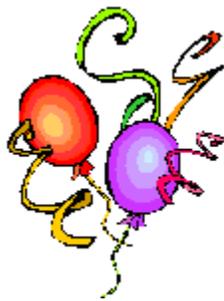
Register online at
http://www.worldworkplace.org/northamerica/2002/spec_event.html

Questions? Please contact tournament chairman, David Horsey at +1-417-831-8659 or via e-mail at dhorsey@cityutilities.net.

**Saturday,
Oct. 5
8 a.m. - 2 p.m.**



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IFMA Foundation Gala

Renaissance Faire at the Fairmont Royal York

Saturday, October 5 from 7 p.m. to 10 p.m.

We beseech thee to join us for the IFMA Foundation Renaissance Faire, honoring this year's scholarship winners and Foundation contributors. The 2002 Gala promises to be a verily fyne event with music, foodstuffs and grand entertainment!

Come unbend in the beauteous surroundings of the Fairmont Royal York Hotel in downtown

Toronto. Tickets: \$65 (U.S.) in advance or \$75 (U.S.) at the door. All proceeds benefit the IFMA Foundation.

Look for more information to come soon via email or, in the alternative, contact IFMA Headquarters at (713) 623-4362.

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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. Research Michigan's current codes and requirements pertaining to your particular chemical process.

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Quick Pix



Members gathering before tour



What a feast!



Networking before the tour



The silver display



Break Room



Gold Water Fountains



A salvaged KCS sign



Bob Meyer and Peter Sloan with CDFM2



Marketing Lobby



Elevator Bank Lobby



Training Room



Executive Suites Stairwell



Beautiful Wood Floor



Executive Suites Lobby



Executive Conference Room



Office of CEO, Michael Haverty



Looking northwest



Looking southwest to the FBI Building



Now, a southeast view



And now . . . looking to the south



Further Development



The KCS Truman Train Car



Outdoor Garden Area

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