

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



President's Podium WHAT'S IN IT FOR ME?

While collating the responses from a recent member survey conducted as part of our strategic planning process, I noticed a comment from one of our associate members that he was unhappy that he had not expanded his customer base since joining the chapter. I wondered what my role, as chapter president, should be regarding this comment. Why do vendors join a facility management professional association?

If I were a vendor, I would see value in affiliating with IFMA, and I would expect to recruit new customers. Hopefully, I would also feel some responsibility to the profession from which I depend for customers, and understand that developing new customers will take time, as relationships have to be cultivated and nurtured. Getting involved on a committee would be a good way to begin building relationships.

Since joining the Kansas City IFMA chapter, I have developed relationships with vendors I hadn't known before and have come to count on them. I depend on them because we have worked together on committees, and I have come to know of their honesty and integrity. I trust them to treat me fairly.

What I expect from a vendor includes:

- Quality service and/or product
- Timely delivery and prompt service or service when it is promised
- Fair pricing
- Clear and accurate billing
- Timely return of phone calls
- Honesty and truthfulness
- Warranty service and/or product
- Prompt response to complaints
- Sound advice about new products or service opportunities

In return, the vendor can expect from me:

- Clear, accurate bid specifications
- Prompt payment
- Honesty and truthfulness
- Order placed far enough in advance so as not to put pressure on the vendor
- Will not take advantage of honest mistakes
- Realistic expectations
- Request emergency service only when it is an emergency
- A thank you for exceptional service

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IFMA has made a decision to drop the membership quota for professional versus associate memberships. We are now all just “members.” I see this as healthy for the association. The facility manager needs the vendors and the vendors need the facility managers. The FM needs to buy and the vendor needs to sell. By working together and strengthening the facility management profession through its professional organization, both stand to win.

In summation, I hope my fellow facility managers will seek out and allow our vendor members to bid on their jobs, and I hope our vendors will be responsive to the facility manager’s needs. Relationship building is facilitated through involvement in chapter committees.

What’s in it for you depends on what you put into it. Volunteer now. My number is (913) 327-8201.



Alan Bram, President
Kansas City IFMA Chapter



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SEPTEMBER PROGRAM REVIEW

Roundtable Discussions

By Diane Bashor

Our September meeting was held at the Jewish Community Center. The meeting was held over the lunch hour with approximately 40 people attending. A big thank you goes to Alan Bram for the use of their wonderful space and also for the fantastic lasagna. I think we all need that recipe. Everyone always seems to enjoy the round table discussions, and this year was no exception. Many people made statements after the meeting about how much they enjoy the opportunity to sit and discuss issues with their peers.

There were three different discussion groups, one of which was led by our own Susan Mosby. Susan shared a study that she has been involved in about the “Intersection of Architecture and Organizational Effectiveness”. Susan teamed up with an organizational behaviorist and worked with five of CDFM2’s clients that have occupied a new space in the last 18 months to two years. When a company engages in a workplace environment change, it is an important time to decide how this will affect their people. Do they want to inspire and engage their people and break down barriers? If so, all of these things can be accomplished through artwork, lighting, furniture and circulation. Space has the power of giving us messages of value and showing us how to behave. Not surprisingly, Susan said that acoustics is still a problem in the open office environment. People have a vulnerability of being out in the open. It is always great to have one of our members share their work; we have a wealth of knowledge among our membership. Susan is a principal with the architectural firm CDFM2.

Jose Jimenez, Special Agent for the FBI, shared with us his expertise on “Security and Terrorism”. Three years ago, there were two people as part of the terrorism task force in Kansas City, and now there are 20. The FBI, in the past, has been reactive, but now their role is to be proactive to try to prevent events such as 9/11. People are taking greater interest now and are informing local authorities about suspicious events. Jose spoke on the InfraGard program, intended to make us more aware of what is happening around us. It is to help provide a forum for education and training on

infrastructure vulnerabilities and protection measures. It was interesting to hear some of his inside stories and know more details about what is happening in our city and the world.

In keeping with the theme of office space, security and the people that work in the space, we were very pleased to have Sherri Enright, the Vice-President of the Human Resources Department at Blue Cross Blue Shield of Kansas City, join us to speak on “Human Resources Issues”. Sherri offered some insight on how she is dealing with many of the processes of Human Relation issues at BCBS and how she interacts with the Facility Management group. Sherri said that there is a new interest in keeping their workers and facilities safe. They have revamped their “Violence in the Workplace Policies”, so that there can be a quick response to problems. Involuntary terminations can cause huge H.R. problems and having procedures in place have helped alleviate a lot of difficult situations. Both of these have been situations where the H.R. Department has worked with the Facilities group. Ergonomic issues have also come to the forefront, insuring that people have the best work situation that is possible. The Human Resources Department is working with the Facility Department for the policies and procedures needed to create an effective ergonomic workspace. Human Resources and the Facility Management Department are meeting on a regular basis requiring almost daily conversations to stay on top of issues that arise.

Thank you again to each of the presenters and to our host. See you at next month’s meeting.



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OCTOBER MEETING PREVIEW

We are going global for our October 15th meeting. We will be having a videoconference with the Omaha, Nebraska IFMA Chapter. This is your opportunity to learn about videoconferencing. The meeting will be held during the lunch hour, beginning at 11:30 a.m., with the presentation starting at 12:00 and ending at 1:00. It will be held at the Sprint World Headquarters Campus in the Auditorium. Parking is available in the parking Garage P, accessible off of 119th Street. The Auditorium is west of the garage in the building designated as 6300 Sprint Parkway.

The presentation will provide information for business facts on video-conferencing, selecting a system, designing a conference room, network basics, as well as tips for running a powerful meeting and creating effective presentations. For anyone who is new to videoconferencing, this will provide a valuable introduction. For those who are already using videoconferencing, this presentation will bring added insight and a chance to get acquainted with our Omaha Chapter.

Hope to see you there.

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Farewell . . .

The position of General Manager, ARAMARK ServiceMaster Facility Services, was offered to me in June 2002. We have formed a working partnership with National Heritage Academies to manage the custodial, maintenance and grounds facilities, in their 32 charter schools in 4 states; Michigan, Ohio, New York and North Carolina. My office is located in the National Heritage Academies' corporate offices in Grand Rapids, Michigan. I'm positive my CFM designation was influential in being chosen for the position.



Thank you,
Tom Hackney, CFM

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The following meeting is being held in October by the Kansas City Partnership for Emergency Planning. We wanted to share it with our membership in the event it could prove beneficial to you. There is no cost to attend.



October Meeting Announcement An Overview of Homeland Security

State of Missouri & Federal Government
October 17, 2002

Presenter: Colonel Timothy M. Daniel
Special Advisor for Homeland Security for the State of Missouri

Date: October 17, 2002, 8:30 a.m. - 10:00 a.m.

Location: Yellow Corporation, 10990 Roe, Overland Park, Kansas
Multi-Purpose Room

RSVP: Nick Crossley / ncrossley@jocoks.com / 913-715-1007 (E-mail
RSVP preferred)

Presentation Topic:

Colonel Daniel will provide an overview of the new Department of Homeland Security, threats facing the nation and the State of Missouri, and plans and initiatives to strengthen our defenses at home.

Presenter Bio:

On September 26, 2001 Governor Bob Holden appointed Colonel Timothy M. Daniel (United States Army, Retired) as Special Advisor for Homeland Security. He was the first state advisor appointed after the attacks of September 11.

Colonel Daniel completed a 28-year career in the United States Army during which time he served his country both in the States and overseas. He served as strategic planner and advisor to the 50th Chief of Engineers, Lieutenant General Robert B. Flowers, as Chief of the Commanders Planning Group for the U.S. Army Corps of Engineers (COE). He served as Garrison Commander (city manager) of Fort Leonard Wood. Prior to that, he served in the Pentagon as the United States Army's long-range strategic planner and team chief in the Strategic Plans and Policy Division of the Office of the Deputy Chief of Staff for Operations and Plans. His overseas service included a two-year assignment with the U.S. Army COE as the Israel Area Engineer at the U.S. Embassy Tel-Aviv during the Gulf War. For three years he was the liaison officer to the French army engineers and the French military academy in France. Colonel Daniel's military schooling includes the Engineer Officer Basic and Advanced Courses at Fort Belvoir, Virginia, and the Command and General Staff College in Fort Leavenworth, Kansas. He was an Army War College national security fellow at the John F. Kennedy School of Government at Harvard University. His civilian academic background includes a Bachelor's Degree in International Relations from the University of Wyoming and a Master's Degree in Public Administration from Webster University.

Department of Homeland Security Website: <http://www.whitehouse.gov/homeland/>
State of Missouri Homeland Security Website: <http://www.homelandsecurity.state.mo.us>

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Educational Opportunity Coming in February!

Mark you calendars **NOW** for February 11-13, 2003. You will be given the opportunity to participate in one of the nationally acclaimed IFMA courses: People, Places and Processes – Planning and Managing a FM Department. And the best part is it will be held right here in Kansas City, saving travel and hotel costs. The cost will be reduced through a partial support underwriting by the Kansas City Chapter of IFMA – an opportunity you cannot afford to pass up!

More information will be given in the next couple of months, but mark your calendars now. Space will be limited.

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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?

You must decide whether to store archived records on-site or at a remote site. What factor should be given first consideration?

- A. The security of the documents.
- B. The cost of storing documents off-site.
- C. How often the records are currently used.

D. They type of documents being stored.

Answer to last month's question: A. To show how a contractor plans to build something.

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