

January 2005

# The Facilitator

Kansas City Chapter of International Facility Management Association



## PRESIDENT'S PODIUM



Hello Everyone!

I hope everyone had a wonderful time at the Holiday Party! I'm sorry I was not able to join you. I wanted to let you all know that I am very much looking forward to this year with you, and would like to take this opportunity to share a few ideas for the upcoming year.

First, however, I wanted to give special thanks to a few who will be leaving the Board and a welcome to those who will be joining.

I have learned a great deal from my fellow former Board members and, thus, perhaps unbeknownst to them, I'm adding them all to speed dial for next year! Alan Bram, whom has become a great friend, I will dearly miss. His expertise and knowledge seems endless! Alan will be replaced by Donna Koontz as Past-President. I am very proud and relieved she will be remaining on the Board another year. With two years of presidency behind her, she is a significant asset to me and the Board.

Linda DeTienne is another whom has become a great friend, and I will dearly miss--although I am trying to convince her to join the Board for yet another year in a new position because of her outstanding CFM educational efforts, dedication, and leadership. Matt Knopke will be replacing Linda as VP of Education. Matt has been an immeasurable asset to the Education Committee, and will be replacing me as Education Committee Chair, as well.

Jim Wilkinson will be returning to the Board for another year as VP of Membership. I am very pleased that he has volunteered for yet another year and, in a moment, will share with you a few things that we've been thinking about.

Michael Dremann will be replacing me as Secretary. Last year, both Michael and I teetered on the open Secretary position and he allowed me the opportunity to serve. I'm delighted he is still interested, and I hope he enjoys the position as much as I did.

John Harter, a new good friend, will be replaced by Debbie Deason as Treasurer. Not only did I enjoy meeting many of you during Program Meeting check-ins, but I really enjoyed doing so with John and his comic relief. For all of whom he told to write your checks to him personally, rest assured, he was only kidding and your money was deposited in our IFMA account.

### Inside this issue:

President's Podium	1-2
December Review	3
CFM Question	4
January Program Preview	4
International News	5
Good News	6
Chapter News	6
Quick Pix	7
Events Calendar	8

Becky Beilharz, a long time Board member (12 years!) will be replaced by Betty Klein as newsletter chairman. Becky will be very, very missed—did I mention speed dial?!

Kim Hibdon will be replacing Teresa Reicherter, a long time friend, as Program Committee Chair. Kim has big shoes to fill as Teresa's energy and organization (not to mention humor) never ceases to amaze!! Teresa, thank goodness, will remain on the Programs Committee, and rumor has it that Kim is both familiar with the Program Committee and will be a quick study.

To all those leaving the Board you will be very, very missed!! And to all newly joining, I am very excited to be working with you soon!

Now for a couple of ideas for the New Year! As you all, I'm sure, have noticed, last year Donna spear-headed a new and improved KC IFMA website and it is fantastic. What many of you may not know is that the new website is database driven, so I am hoping to continue to build on what she began and make our website a valuable tool for all members. I would like to include an online suggestion box and the ability to sort our contacts list by member name, company, and area of professional expertise or experience, and I would like to include our photographs, as well. Also, I would like to use the database to track attendance and committee involvement for recognition or reward.

Which brings me to another idea, and that asks the question, "Do you believe our KC IFMA chapter is hitting the mark?"

As past Education Committee chair and also having familiarity with the work of the Program Committee, I can say that a great amount of effort is given to bring our chapter members the very best in facility tours and educational opportunities. However, I feel it is not known, despite these efforts, if we have hit or missed the target.

I would like very much during this next year to learn about you. I want to learn about your work and about what your employees and employers request or require of you. I want to know about your struggles and areas where you feel you could use more support or more education. In the next few months, I will be talking with the Board, chair persons, and with anyone who feels they may have an idea they would like to share regarding how we can make our chapter the best it can be. Most of all, I want to ensure that we are the premier Association in the Kansas City area for the advancement of all work place professionals.

Happy 2005!

*Brittany Gamble,  
Chapter President*



## December Review—Annual Holiday Party

By Teresa Reicherter

The 2004 Holiday Party was lots of fun . . . a good ending to a good year. We celebrated and recognized those that contributed to the Chapter in 2004 and celebrated our Scholarship winners, as shown in the pictures on this page and in "Quick Pix".

We thank those that were able to attend, and look forward to seeing everyone in 2005. Wishing you a wonderful New Year.



Education Committee: Linda DeTienne and Matt Knopke. Not shown: Brittany Gable, Chair; Alan Bram, Russ Cooper, Pam Dougan, Steve Greife, Sandra Mathia and Kristin Schweinfurth.



Program Committee: Alan Bram, Teresa Reicherter, Chair; Jackie Johnson, Dick Cooper, Lona Alexander, Diane Bashor and Jim Cook. Not shown: Tom Bachkora, Phil Gardner, Greg Gladfelter, Stephanie Mann and Mark Stubbolo.



Membership Committee: Jim Wilkinson, Chair. Not shown: Dawn Anderson and Sandra Tarrent.



Scholarship Committee: Julie Robinson, Paige Price, Caryl Francis-Niedens, Linda DeTienne, Dick Cooper and Shannan Berkbuegler. Not shown: Peter Wiczkowski, chair; Brittany Gamble, Gretchen Holly, Sandra Mathia and Randee Werts.



Golf Committee: Curt Curtis, Paige Price, Linda Atha, Ken Mickey, Michael O'Brien, John Harter and Steve Sweetin. Not Shown: Sam Davidson and Scott Quarternson, co-chairs; David Anderson, Laura Davis, Kristi Furey, Barb Haman, Greg Gladfelter, Wes Miller, Sonya Moore, Sam Shelhorn, Kelly Smith, Robyn Staggs, Jim Turner, and Mark Zellmer.

## January Program Preview

By Teresa Reicherter  
Program Committee

Our January 18<sup>th</sup> program will be on Workplace Violence. Ben Kenny, retired KCMO homicide detective, will present to the group. He will share some of Kansas City's own past cases of workplace violence. We will look at how cases were handled, different ways they could be handled, how to spot and correct potential weaknesses in our security, and measures that can be taken to prevent future incidents from occurring within your own companies.

With 9/11, the World, as we know it, has indeed changed and we must change with it to maintain the safety of the people for whom we are responsible.

We hope you can attend our January lunch program to be held at the Ararat Shrine building, 5100 Ararat Drive. It promises to be an incredibly interesting and informative presentation.

*Date:* January 18, 2005

*Time:* 11:30 a.m.—1:00 p.m.

*Place:* Ararat Shrine  
5100 Ararat Drive  
Kansas City, MO

*Cost:* \$15 members; \$20 non-members

*Parking:* Free

*Directions:* The Ararat Shrine is just west of I-435 and Eastwood Trafficway. From I-435 on the East side of town, take the Eastwood Trafficway exit, head west and then quickly to the right, turn onto Ararat Drive.

### CFMs Know—Do You?

You are halfway through a project when it's cancelled. What must you do first?

- A. Evaluate expenditures to date and report them.
- B. Notify all parties involved to terminate activities.
- C. Develop a plan for closing out the project and present to senior management.
- D. Devise a new work schedule for staff assigned to the project.

*The answer can be found on page 8.*

## INTERNATIONAL NEWS

### Potential Food Service Council

Since the World Workplace Conference, IFMA has received many requests from members to form several new councils. The most requested council is the Food Services Council, which would be comprised of individuals whose professional responsibilities are to oversee restaurants with customer bases. This council would provide the opportunity to share similar interests, best practices and benchmarking as well as OSHA standards and safety inspections relevant to food service today. The prospective Food Service Council would be open to all IFMA members.

If you would like to learn more about this potential council, or are interested in volunteering for a leadership position, please contact Leslie Scantlebury, Council Resource Manager, at [leslie.scantlebury@ifma.org](mailto:leslie.scantlebury@ifma.org) or at 1-713-623-4362, ext. 142.

### Councils Add Value to IFMA's Management Summit 2005

This year, the Corporate Real Estate Council and the Banking Institution and Credit Unions Council will both be participating in IFMA's Management Summit which will take place March 10-12 in Orlando, Fla.

The Management Summit has consistently offered top-quality education for mid- to senior-level managers seeking to further develop strategic skills and knowledge. However, this year's program has been expanded to include executive level sessions and will now include an entire track of corporate real estate sessions.

The Corporate Real Estate Council has put together an excellent line up of sessions covering topics ranging from the latest Corporate Real Estate Council trends, a national economic and office market update, to the concept of shared services. These additional sessions will provide new approaches and skill sets that corporate real estate professionals need to excel in the ever-

### PLAN TO ATTEND EFMC 2005

Make your plans now to attend the European Facility Management Conference 2005 (EFMC 2005) April 19-21 in Frankfurt, Germany. The EFMC 2005 will provide an important international forum bringing together the leading professionals in all areas of facility management, bridging continents, countries and cultures.

The conference format will provide two intensive days of professional learning followed by a Research Symposium on the third day, which will showcase leading FM research projects. The educational sessions will cover a variety of topics such as "FM Tools and New Technologies," "The Added Value of FM," "FM Solutions in Outsourcing," "Performance Measurement," "Managing Facilities in the Public Sector" and more. Sessions will be held in German and English with simultaneous translation and will be presented by leading FM professionals from Germany, the Netherlands, England, United States, Austria, Switzerland, Finland, Sweden, Italy and Spain.

There are several registration options from which to choose. Attend a half day program for 260 EURO; a full day program for 500 EURO; two full days of programs for 960 EURO; or the full conference (including the Research Symposium) for 1,200 EURO. Select what works best for you. Members of IFMA, GEFMA and EuroFM receive a discount of 10 percent to these conference fees.

For more information about the EFMC 2005, visit [www.efmc2005.com](http://www.efmc2005.com) or e-mail [schmitz@mesago.de](mailto:schmitz@mesago.de). The detailed conference program will be available in December. Printed conference programs will be available in February.

changing real estate landscape.

The Banking Institution and Credit Unions Council will be holding its spring meeting in conjunction with the Management Summit allowing members the opportunity to take advantage of the education and networking that will take place in Orlando.

Don't miss this year's Management Summit! Register today at [www.ifma.org](http://www.ifma.org).

# Good News



*Congratulations . . . to*

**Richard Scott Slavens, CFM**  
**Chief Building Engineer,**  
**Zimmer Real Estate Services**

*our Chapter's newest CFM!*



## Chapter News

Velda Tilling is retiring from Kansas City Life Insurance Company after being there more than 42 years. She started in the New Business Group in 1962, moved to Human Resources, Customer Service, and other departments until finally landing in Facilities 20 years ago. At that time, she was part of a People in Space Committee that was assisting with the construction of KC Life's new addition. Once the construction was completed, Velda was asked to step into the role of Facility Manager. During her tutelage, all facility services were brought in-house and under her supervision.



Velda was also a Charter member of the Kansas City Chapter and was instrumental in its early success. This chapter was chartered in early 1987 but meetings began in 1986. Velda held the position of Secretary for two years, Vice President, and has been on the Membership and Awards Committees through the years. She admits that in the early days of the chapter, everyone did a little bit of all duties to get the chapter off the ground. Since the beginning, Velda has remained a member and supported the chapter in many ways.

In her retirement, Velda plans to travel (she has 12 states she hasn't seen), spend time with family and friends, continue her quilting and complete several genealogies. The chapter wishes Velda the very best in her retirement and looks forward to her continued support of the chapter.

Charter Chapter Members: Velda Tilling, Dick Cooper, Diane Bashor, and Jim Cook still remain active in the Chapter. Thanks for all your hard work all these years!



# Quick Pix



2005 Board: Jim Wilkinson, VP Membership; Debbie Deason, Treasurer; Betty Klein, Newsletter; Matt Knopke, VP Education; and John Harter, Treasurer. Not shown: Brittany Gamble, President; Michael Dremann, Secretary; and Kim Hibdon, Programs.



Scholarship Recipients: Jeffery Vaglio, University of Kansas; Emily Drake, Park University; Darcy Illk, Emporia State University; and Ashley Forsythe, Wichita State University were on hand to accept their scholarship. Yingting Wu of University of Missouri, Columbia was unable to attend.



Donna Koontz accepts gift from Chapter as outgoing President.



Marie Galvas and Dave Gaebler catch up. Welcome Back, Marie!



John Harter shows his humor with his new "hat".

**Kansas City Chapter  
INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION CALENDAR**

(All dates and times are subject to change)

<b>DATE SPONSOR</b>	<b>PROGRAM</b>	<b>LOCATION</b>	<b>TIME</b>
Jan. 13	FM Edge Audio Seminar: FM Finance: Budgeting with Excel Pivot Tables	BNIM 106 W. 14th Street 29th Floor Kansas City, MO	11:45 a.m.-1:00 p.m.
Jan. 18 KC-IFMA	Violence in the Workplace	5100 Ararat Drive Kansas City, MO	11:30 a.m.-1:00 p.m.
Jan. 27	FM Edge Audio Seminar: Employee Comfort--Mysteries of HVAC Revealed	Location TBD	11:45 a.m.-1:00 p.m.
Feb. 15 KC-IFMA	Roundtable Topics	Jewish Community Campus 5801 W. 115th Street Overland Park, KS	11:30 a.m.-1:00 p.m.
Mar. 15 KC-IFMA	Tour of Garmin Industries		11:30 a.m.-1:00 p.m.
Apr. 19 KC-IFMA	TBD		
May 17 KC-IFMA	TBD		

***Answer to CFMs Know—  
Do You:***

***C. Develop a plan for closing out  
the project and present to senior  
management.***

**Kansas City Chapter of  
International Facility Management  
Association**

The International Facility Management Association is a growing, fast-paced organization whose purpose is to strengthen and advance the knowledge base essential to leading the integration and optimization of the built environment worldwide. The Kansas City Chapter of IFMA is dedicated to carrying out this goal through the work of its members and the leadership of its Board of Directors.