



# Greater Orlando IFMA Chapter Newsletter

Spring 2007

## Features:

- Committee updates
- IFMA Orlando Committee Chairs
- Articles of Interest
- Monthly Luncheons
- Sponsorship/Advertising
- Calendar of Events
- Officers & Board of Directors





# Greater Orlando IFMA Chapter Newsletter

## Committee Updates:

**SOCIAL / GOLF** – April Social Event, bowling is scheduled for April 26th at 4:30pm. There will be a \$10 fee. This will be announced at the next meeting and e-mailed to the group. Golf Tournament date is to be Friday, Sept. 28th, at Stoneybrook East. A motion for Russell Home to be the tournament charity was approved by the board.

**MEMBERSHIP** – The new Member orientation will be at the Citrus Club some time the second week in May. An exact date is to be determined. Grace is looking to IFMA National for program ideas. The goal is to focus on the value of IFMA, CFM education and networking.

**PROFESSIONAL DEVELOPMENT/PROGRAMS** – Doris Wasson advised the board of the April 24<sup>th</sup> Round table, which will be a brown bag lunch-and-learn with Larry at the Orlando Fleet/Facility building. After May 8th, Geoff's company Glatting Jackson, can host an event in their new facility.

**NEWSLETTER** – Chuck Aldrich indicated the next volume of the newsletter will to be ready at the end of this March.

**Sponsorship Committee:** Jack Tallevast presented an outline for potential sponsorships to be sent to Geoff to distribute. Need to determine how to present value to sponsors. Identifying sponsor at meeting, newsletter on brochures was suggested. How we use money needs to be defined. Suggestions included: charity, CFM sponsor, and perhaps a CFM scholarship.



## IFMA On-Line Directory One of the many benefits of membership!

As a member of IFMA Orlando you have access to the on-line membership directory. Go to [www.ifmaorlando.org](http://www.ifmaorlando.org) and click on "Directory" on the left hand side. All members must log in. This log in information was supplied to you when you joined IFMA, or, if you have been a member, it was emailed to you recently.

All members are listed by Company name and the services provided are included in listing. Also, all members should be sure we have your information listed correctly. When you join IFMA, the information you supply to IFMA International is the information that will be inputted. If something is not correct or has changed, you must contact the IFMA Orlando office to update. 407-658-4333.



# Greater Orlando IFMA Chapter Newsletter

## IFMA Orlando Committee Chairs:

### Professional Development/Education/Programs

#### **Doris Wasson - Tower Realty**

800 N. Magnolia Ave. #204

Orlando, FL 32803

P 407-422-7773

F 407-841-9426

Email: [dwasson@towerrealtypartners.com](mailto:dwasson@towerrealtypartners.com)

### Membership Committee

#### **Grace Cubarrubia - Millicare of Orlando**

6450 Kingspointe Pkwy #10

Orlando, FL 32819

(P) 407-248-8200

(F) 407-248-8900

Email: [grace@millicareoforlando.com](mailto:grace@millicareoforlando.com)

### Newsletter Committee

#### **Chuck Aldrich - CB Richard Ellis**

501 W. Church St.

Orlando, FL 32805

(P) 407-822-2175

(F) 407-245-1296

Email: [chuck.aldrich@hdsupply.com](mailto:chuck.aldrich@hdsupply.com)

### Sponsorship

#### **Jack Tallevast - Herman Miller**

1104 Whispering Winds

Apopka, FL 32703

(P) 948-6736

(F) 386-7502

Email: [jack\\_tallevast@hermanmiller.com](mailto:jack_tallevast@hermanmiller.com)

### Social/Special Events

#### **Wendy Mauch - Initial Tropical Plants**

4000 N. Orange Blossom Trail

Orlando, FL 32804

(P) 407-290-6306

(F) 407-298-3095

Email: [wmauch@initialplants.com](mailto:wmauch@initialplants.com)

### Public Relations/Marketing

#### **Lisa Skelton - GE Capital Solutions**

450 S Orange Avenue 11th Floor

Orlando, FL 32801

(P) 407-540-2561

(F) 407-540-2402

Email: [lisa.skelton@ge.com](mailto:lisa.skelton@ge.com)

### Directory Committee

#### **Ed Elkes - AT&T**

1717 S. Apopka-Vineland Rd.

Orlando, FL 32835

(P) 407-333-3336

(F) 407-333-9213

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# Greater Orlando IFMA Chapter Newsletter

## Article of Interest:

### Office Design, Ergonomics, And The New Normal

By Robert Stuthridge, BSc, MSc, FRSH  
Today's Facility Manager Magazine 02/07

It is well known that, compared with industrial occupations, office work is relatively safe. However, two interacting trends are of considerable significance for creating functional, efficient, and cost-effective office workplaces. The first is the steady decline in the U.S. manufacturing base, and the second trend is the graying workforce, which is a corollary of the aging U.S. demographic.

The migration of labor from industry to administration and service jobs means that many new office employees bring with them a mixture of pre-existing injuries along with premature wear and tear. Either one of these tendencies has the potential to affect their ability to work comfortably and efficiently.

#### An Issue Of Age

Despite the transformation of the workforce, it is quite rare for businesses to address the impact of employee age on workplace design. Unfortunately, the most prevalent and costly of work related disorders—musculoskeletal disorders of the back, neck and upper limbs—not only have task design, but also age, as significant risk factors.

This means the office worker in 2007 is more likely than ever to be at risk of an injury that has the potential to affect employment costs. For organizations seeking to control operating costs, the accommodation of older workers will become a course of action in controlling the costs of occupational health provision and health insurance.

### Age And The ADA

Before incorporating ways to make the office safer for aging workers, it is essential for facility managers to understand the complexities of the ADA. This issue is complicated by the fact that not all disabilities are obvious. The submerged bulk of disability pervades the spirit and letter of the ADA and includes several disorders associated with an aging workforce. It is to the ADA's concept of disabled that facility managers must subscribe to in order to steer the organization and its workforce clear of problems.

#### The New Normal

Before effective design evaluation can take place, it is essential to adjust the concept of what is considering "normal," specifically with respect to the working population. By meeting the functional needs of the current worker, demands made on the capacities of others should not be excessive. This underlies the principle of inclusive design, in which the needs of the least functional person set the standard by which an approach is judged. With an inclusive eye, the facility manager looks at workplaces more critically. The result of the critical analysis process is a workspace that accommodates the highest percentage of workers, increasing efficiency while reducing risk of injuries and their associated costs.

#### Inclusive Design Plans

There are indeed many questions that should be systematically addressed before purchasing furniture, selecting equipment, or agreeing to an architectural design. The aim is to construct an Inclusive Design Plan that will inform and shape furniture and equipment decisions. The goal of an IDP is to reduce redesign, and replacement.



# Greater Orlando IFMA Chapter Newsletter

## Article of Interest:

### Developing an Outsourcing Plan

By Stormy Friday  
Building Operating Management 02/06

There are so many different schools of thought on outsourcing FM services that deciding where to begin can be overwhelming. To develop a strategic sourcing plan, facility executives should explore their motives for outsourcing, identify actions needed to make the best selection of partners, and establish a methodology for determining and measuring the success factors.

The first step in the strategic sourcing plan is reviewing the vision for the FM enterprise. The direction of the FM enterprise needs to be analyzed in relation to the overall corporate vision to make certain FM goals and objectives are in sync with those of the organization.

#### Internal clients

Once goals and objectives are determined and the facility organization has defined its own vision and direction, it needs to take into account business unit or client organization requirements. From this analysis the facility executive can review the department's service delivery approach to determine how an outsourcing strategy relates to the vision and overall direction.

Is outsourcing a good choice for a particular facility organization? Answering that question means identifying core and non-core FM functions and services. Core services are the seeds of the organization and have to be performed for customer organizations to achieve their business missions.

Once core and non-core functions have been identified, facility executives should be certain they understand the motives for considering outsourcing. If facility management is not a core function of the organization, it is considered to be an operational function that could just as easily be performed by an external source.

#### Tapping Planning Resources

The second stage in the process of making outsourcing work involves planning for the actual outsourcing process. All too often, facility organizations try to go through the process alone, without benefit of the expertise of others within the company.

A facility executive can tap into others in the organization by creating a broad-based advisory committee. A strategic sourcing development committee provides the facility organization with invaluable expertise for developing the request for proposal and evaluating proposals from outsource providers.

#### List of Prospects

The next step is to find prospective outsourcing providers. Locating potential outsourcing providers that strike the proper balance between technology capabilities and cultural fit takes significant work before the RFP is published. To gather information about prospective providers, facility staff and others on the committees should attend trade shows and conferences. Another helpful action is to review trade publications for information on best practice claims offered by outsourcing firms and their successful application. (Cont. on next page)



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## Article of Interest:

### Developing an Outsourcing Plan continued...

From the efforts of the facility staff and the advisory committee, a large number of potential bidders should be reduced in advance of the RFP distribution. Only these prequalified bidders attend the pre-bid conference, take the site tour, and have the ability to ask questions and submit proposals.

### Building a Good Relationship

Once an outsourcing provider is selected, the facility organization must take steps to create the right relationship. To ensure the right atmosphere for a successful outsourcing relationship, facility organizations should:

- \* Provide opportunities for the outsourcing firm to explore and understand the corporate culture.
- \* Establish a full disclosure policy with respect to information sharing.
- \* Create an orientation and training program designed to acclimate the provider to the client's way of doing business.
- \* Negotiate an ongoing monitoring and problem resolution process.
- \* Create incentives tied to a risk-reward philosophy.

If facility executives understand the difference between core and non-core services, and establish key performance indicators to evaluate the value of the outsourced services versus the service investment, outsourcing should be a powerful business tool.

## Get your **FREE** Pandemic Preparedness Manual

Download the new Pandemic Preparedness Manual from the IFMA Foundation Web site. This extensive manual gives you the facts for controlling and responding to pandemic influenza threats as well as guidance for establishing and maintaining a business continuity program.

This manual is FREE because of the funds donated to the IFMA Foundation. This foundation was established to conduct research projects that strengthen the knowledge and skills of facility professionals.



# Greater Orlando IFMA Chapter Newsletter

## IFMA Orlando's Monthly Luncheons

### January 2007

Subject: Wuz Up Orlando

Speakers:

John Krug – Orange County Economic Development Council

Derek Hudson – I-4 Public Information Office

Tracy Turk - Seminole County Economic Development Council

Location: Dubsdread Golf Club

### February 2007

Subject: So you Want To Build a Wall...

Speaker: Thomas Gustafson and Phillip Randall

Location: Dubsdread Golf Club

### March 2007

Subject: Commissioning/Retro-Commissioning a Building

Speaker: Carl Lawson

Location: Dubsdread Golf Club

## Coming up...Mark Your Calendars!

### April 2007

Subject: After Hours Social Event - Bowling

Location: Boardwalk Bowling Center

### May 2007

Subject: Security Assessment

Location: Dubsdread Golf Club

### June 2007

Subject: After Hours Tour.

## Welcome New Members

Robert Kroencke – Suddath

Kyle Beaudry – United Fire Protection

Dana Kinlaw – MeterSmart

James Hilf – Northrop Grumman Mission Systems

LeTricia Foster – Acuity Brands Lighting

Gus Graham – Ingersoll-Rand

James Smith – Treasure Coast Facilities

Lorenzo Zuniga – Disaster Resources



March Luncheon meeting  
"Commissioning and Re-Commissioning"



# Greater Orlando IFMA Chapter Newsletter

## Sponsorship Opportunities

Sponsor an IFMA luncheon, educational program, or special event and;

- Increase your visibility with local Facility Management experts
- Align your business with an established association of professionals
- Network and build relationships with local businesses
- Market to a targeted audience
- Reach potential clients through a variety of marketing opportunities including print materials, Internet ads, announcements from the podium, and more...

Prices for sponsorship opportunities:

\$250.00 will allow two minutes at the podium, display a logo at the front of the room, and distribute flyers to members and guests.

\$500.00 will allow four minutes at the podium, logo and flyer privileges.

For information on joining our Great Chapter please contact Grace Cubarrubia at [grace@millicareof.orlando.com](mailto:grace@millicareof.orlando.com).

To download a membership application please visit: [www.ifmaorlando.org](http://www.ifmaorlando.org).

## ATTENTION ALL MEMBERS

If you come across an interesting article, or have written one yourself that you think our members would be interested in please forward it to Chuck Aldrich at [chuck.aldrich@hdsupply.com](mailto:chuck.aldrich@hdsupply.com).

The IFMA Orlando Chapter's PR & Marketing committee is looking for media contacts & volunteers. If you would like to help the PR & Marketing Committee please contact Lisa Skelton at [lisa.skelton@ge.com](mailto:lisa.skelton@ge.com)



# Greater Orlando IFMA Chapter Newsletter

## Educational Opportunities April 2007 - June 2007

April 07						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
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29	30					

May 07						
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27	28	29	30	31		

June 07						
S	M	T	W	T	F	S
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Date	Educational Opportunities	Location
April 18-20	IFMA 2007 Management Summit	St. Louis, MO
April 24	IFMA Orlando CFM Round table	City of Orlando Fleet/Facilities office
April 26	IFMA Orlando Bowling	Boardwalk Bowl, Orlando
May 2-4	IFMA Industries Forum	Atlanta, GA
May 8	New Member Orientation	Citrus Club
May 24	IFMA Orlando Monthly luncheon	Dubsdread Golf Club
June 28	IFMA Orlando After hours tour	TBD



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ORLANDO 2007

## BOARD OF OFFICERS AND DIRECTORS

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