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PRESIDENT'S MESSAGE

World Workplace 2001

In the aftershock of September 11th, a subdued group of facilities management professional and associate members gathered in Kansas City for our association's annual conference. The conference keynote speaker, Stuart Varney, former host of CNN's MoneyLine News, spoke eloquently to the impact of the September 11th tragedy on the US and foreign economic markets and to the importance of remembering the day but not allowing the day to be lost to terrorism. IFMA added a Special Program of Sessions and Panel Discussions on Disaster Planning and Recovery. Go to the IFMA website for a continuing series of educational topics and forums for emergency preparedness and disaster recovery.

When Seattle Chapter Members Speak - IFMA Listens

On a lighter note, the Seattle Chapter was well represented this year as three educational sessions were given by Seattle Chapter members and were well received by conference attendees. The presentations were:

FAME: Do You Have It? by **Don Sandall** and **John Pettit** of DLR Group
FAME is a Facilities Asset Management Evaluation predictive building systems failure model that addresses the budget planning for facilities investment alternatives. This session was presented at our March Seattle Chapter meeting.

Hey! What Are All These Kids Doing Here? by **Peter Renner, CFM** and **Bill Donohue**

As workplace child care centers become more common as an advantage to attracting and retaining professional talent, the successful implementation of these centers are not without their own challenges. Peter and Bill described the center at Wizards of the Coast and offered good counsel on the licensing, construction and operation of such facilities.

Collaborative Facilities Management by **Phil Person**

Phil Person gave an overview of the innovative and self-sustaining Washington State Department of General Administration Plant Operations Support Consortium known to us as "Plant Ops". This is the same overview as given at the Best of the Northwest Conference at Pacific Northwest Labs this spring.

Looking forward . . .

To this year's TomorrowSpace special event this month
To this year's Holiday Event in December
To the Educational Symposium in February

Regards,



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Seattle News is published monthly by and for the members of the Greater Seattle Chapter of the International Facility Management Association (IFMA). Opinions expressed in Seattle News do not necessarily represent the views of the association, its members, or its Board Members.

IFMA is the premier professional association for facility management. Representing the largest community of FM professionals on the planet, IFMA membership comprises 18,000 facility professionals worldwide.

The Greater Seattle Chapter of IFMA serves to support our members on a local basis. Our Vision is to be an organization that fosters social interaction and opportunities for personal and professional growth within the facility management industry.

For more information or to contact us, please visit our website at www.ifmaseattle.org.

This is the first article in our new "Focus on Education" section. The "Focus on Education" section is designed with our professional members in mind. We want your suggestions and participation. Is there a topic in which you would like more information? Would you like to contribute to the column? If so, let us know. Please send suggestions for future columns to: tl_lundberg@yahoo.com.

Terri Lundberg, Education Chair

THE FUTURE OF FACILITIES MANAGEMENT

For my first observation, by using the Internet successfully, the facility manager will be able to transform his job. He will be able to access nearly any fact, refresh himself on any procedure before performing it, train himself at his workstation (or at home), get advice from experts in a chatroom, sample customer perceptions, and reply to customer inquiries. He will be able to do this from a location and at a time that are convenient to him. Effective use of the Internet can transform the role of the facility manager.

The profession will become increasingly international. As the economics of developing countries improve, business people will start to be concerned about managing their facilities properly. Entrepreneurs are already taking FM services into some of these nations. As some of the great command economies privatize, the management of the huge inventory of state-owned facilities will be critical. The record to date is that managing those facilities has not had a high priority during privatization, perhaps because it is too loosely associated with the old central planning model. This situation is fertile ground for some effective salesmanship by the FM profession.

Better tools are becoming available, and they will get even better. Facility managers soon will have an FMIS that is truly responsive to management needs. Facility managers, with little effort or training, can now choose the best fit among several buildings based on a profile of their company's operational needs. Predictive maintenance tools can allow them to repair critical equipment before it breaks down. New assessment methods and models will allow them to develop funding and maintenance profiles for facilities with minimal testing. The U.S. Department of the Army has already fielded some of these tools.

One of my colleagues and co-authors, Stormy Friday, feels that facility managers, or at least that title, will disappear. Downsizing started that process. Many middle managers were eliminated, and facility managers found themselves with broader administrative duties. Some have actually become vice presidents or directors of administration or general services, though they may not have those titles. I anticipate no diminution of the concern for costs or expansion of the bureaucracy in the future. Facility managers over time are likely to take on more and more responsibilities. Those who are the best businesspeople, speak the language of business, and are perceived to support the company's business best will be successful.

Energy deregulation will be a major near-term challenge because it will affect every company differently. Some companies may become energy providers if that fits their business profile. Some major users will undoubtedly be able to negotiate better rates than they have now. Others may want to pool their energy needs to take advantage of their clout in the marketplace in that way. Others will see their energy rates rise.

The skill set for the facility manager of the future are spelled out by Tony Zulkeski, one of the truly original thinkers in our profession. Here are Tony's "hot skills" for future FMs:

- * Be a change agent.
- * Be a decision maker.
- * Be a people leader.
- * Be an entrepreneur.
- * Set and follow through on priorities.
- * Develop and maintain a network.
- * Get knocked around (be visible, be open to criticism, and manage by walking around).
- * Don't confuse truth with conventional wisdom.
- * Be the type of person whom other people trust.
- * Be flexible.

***Board Meetings are held on the first Wednesday of the month at 7:30am.*

November 2001

*13th - TomorrowSpace
GSA, Auburn*

December 2001

*5th - Holiday Recognition Event
Museum of Flight, Red Barn*

2002

January 2002

Happy New Year!

February 2002

*14th - 2002 Educational Symposium,
Bellevue Club
20th - Cost Effective Energy Management*

March 2002

20th - Facility Tour

April 2002

17th - New Member Breakfast

May 2002

*15th - How to Develop a Case for your
Business Proposal*

June 2002

18th - Facility Tour

July 2002

16th - Chapter Event

August 2002

17th - Facility Tour

September 2002

15th - Chapter Event

Programz Corner

Eric Postle, Programs Committee

Looking forward to seeing you at this year's **TomorrowSpace** to be held at the GSA's facility in Auburn on November 13th. Also, mark your calendars now for our annual Seattle Chapter **Holiday Recognition Event** on December 5th at the Museum of Flight's Red Barn.

Happy Thanksgiving!



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