



# SEATTLE NEWS

The Newsletter of the Greater Seattle Chapter of IFMA  
IFMA SEATTLE: YOUR RESOURCE FOR EXCELLENCE!

JULY 2004

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### Our Mission

Create an environment that supports the diverse membership of IFMA and encourages each member's growth in the areas of facility management most important to them individually.

## Programz Corner



Thanks to Bob Cowin and all the fine folks at Fred Hutchinson Cancer Research Center we had an excellent tour of the The Hutch. The fact that we

also got to enjoy a fantastic Seattle June morning on Lake Washington was a bonus! Our program/tour on July



27th will be held at Philips Oral Health Care's award winning facility in Snoqualmie. The event will start at 7:30



am and focus on Six Sigma, a powerful process improvement methodology that has been proven to increase customer satisfaction and overall productivity. Our program, which will be delivered by Six Sigma Black Belts Chris Twomey and Todd Bare from IKON Business solutions will include a tour of the state of Philips Oral Health Care's state of the art facility in Snoqualmie. The program format provides our members a wonderful opportunity to both learn about a cutting edge management paradigm and see it implemented in the real world practice. So register early and don't miss out.

Enjoy these sunny summer days, and don't miss our July event --- see you in Snoqualmie July 27th!

The Programz Committee  
Eric Postle  
Marlaine McCauley

## Local IFMA Chapter Monthly Events

TomorrowSpace  
Tour the new Seattle Public Library  
November 9, 2004 - 2:30-4:30 at the library.

Speaker:  
Marilyn Scheck, IT Director and facility team members will be giving a two-part presentation:

- The cutting edge wireless technology installed in the facility
- Roadblocks that presented themselves
- The solutions process
- The construction of the building (which is LEED Silver certified)
- How they are going to accomplish cleaning all of that glass.

Following the presentations will be a Q&A session, followed by a tour of the library. Small groups will be formed for the tour, so that all who wish to attend will be accommodated.

View from The Hutch



FOR A LOOK AHEAD INTO  
IFMA SEATTLE'S 2004 PROGRAM SCHEDULE  
SEE THE BACK COVER



## PRESIDENT'S MESSAGE

**David Ling**

Greetings Fellow IFMA members

First and foremost, I want to say a special word of thanks to Dean Baker who has served this chapter as President, exceedingly well over the past year. I now have had the pleasure to both work directly for Dean and serve as his Vice-President on this board. Both of these experiences have been rewarding and educational,

which has resulted in the acceleration of my career path in the FM world. In addition, I want to offer my thanks to all of the board & committee members who have taken the time to serve on the board. It's this kind of dedication and participation that helps everyone of us as we try to "raise the bar" in the field of Facilities Management.

I also appreciate the trust all of you have placed in me by electing me President of this chapter, and I will do my very best to make the next year educational, cutting edge and above all else, fun. We have many events to look forward to over the next few months:

July 8<sup>th</sup> & 9<sup>th</sup> is the Leadership Workshop, which will bring in chapter leaders from all parts of the United States. We will provide a review of the Nisqually quake at the Starbucks headquarters and proctor breakout sessions to put processes behind some of the chapter functions.

July 27<sup>th</sup> is the Six Sigma event hosted at Philips Oral Healthcare. Our presenters, Chris Twomey and Todd Bare from IKON, are both certified Black Belts who will give presentations that I am sure will be timely to everyone in this highly sought after discipline.

September 15<sup>th</sup> is the always-popular Golf Event, held at Washington National in my hometown of Auburn. Dan Maus and his excellent committee are fast at work putting together what I am sure will be another successful event. If you read the fine print in the registration materials you will also see that the new "Rules of the Game" will make for some interesting bedfellows at this event. Very very sneaky, Mr. Maus.

In closing I would like to put forth some of my personal goals as your President for the next year. I hope that in addition to providing great events coordinated through our chapter leaders, and keeping myself and other board members out of jail, I can bring some continuity and reproducibility to our current processes. By writing and formatting procedures around those things we do every month and every year, it will assist those who follow in my shoes (OK, Birkenstocks) to not have to recreate the wheel each and every time the leadership of the chapter changes hands. From the annual operating plan (including the budget) and recertification of the Chapter, to how events like the annual Educational Symposium are put together, these procedural tools will be an aid to both our chapter leaders and our chapter members.

Thank you again and I look forward to serving you as President over the next twelve months!

David W. Ling, CFM

### Inside The Hutch



IFMA SEATTLE: YOUR RESOURCE FOR EXCELLENCE

## Officers

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## The Deliberation On Daylighting

### What You Really Need to Know to Make an Informed Decision

*Reprinted from Buildings.com - By Leah B. Garris, Associate editor at Buildings magazine*

The concept of daylighting isn't necessarily a new idea: Before the invention of electric light, the incorporation of daylighting was a necessity for those in the business of building design and construction. Along with Thomas Edison's convenient discovery came a whole host of new design possibilities that steered professionals away from the need to design a building around the sun. But now, nearly 130 years later, we're getting back to basics ... or are we? Most daylighting designers and experts agree: The concept of today's daylighting design is innovative, distinct, and unlike notions of the past. Even as recently as just five years ago, Joel Loveland, director of Seattle's BetterBricks Daylighting Lab and associate professor of architecture at Seattle's University of Washington, remembers when conversation about daylighting revolved around electric lighting controls. "There was very little discussion about bringing the daylight into the building. It was all about controlling the electric light," he explains.

But engage in a dialogue with a daylighting expert on the topic now, and you'll find that the focus of the conversation is shifting. Today's goals in terms of daylighting design involve appropriate incorporation of the "diffuse light of day" into facilities, describes Loveland, whether that light is sunlight or the light from an overcast sky.

Since there are many things to take into consideration when dealing with this particular topic, we can't tell you exactly how to go about achieving good daylighting design in your particular facility; but we can answer some of your most pressing questions to make daylighting design decisions a little bit easier.

### Sunlight and daylight – are they the same?

Despite what many facilities professionals might think, daylight does not equal sunlight. Daylight is cool in color and temperature, and by definition, it actually involves keeping direct sunlight out of buildings and bringing diffuse light in. Glazing systems, shading systems, daylight harvesting instruments, and devices such as light shelves and solar sensors are all quality approaches that need to be considered in order to distribute the light of day properly; and to ensure that the incoming daylight works with (not against) your other building systems (HVAC, electric lighting, etc.).

Even sunlight can be somewhat cool in color and temperature, but it's "hot" in its effects on a building's HVAC and lighting systems. The concentrated amount of visible light and heat it generates aren't ideal for lighting spaces. It may cause glare, discomfort, eye strain, overheating, and can fade interior finishes; and those problems are just as detrimental as not having any daylighting at all.

### Our facility is located in an area with many overcast days. Is daylight even an option in locations that aren't frequently sunny?

Daylighting is an option. Almost every state provides a suitable environment for incorporating daylight; even areas that are often overcast offer abundant diffuse light, which is ideal for good daylighting design. "To let the daylight in, you do pay a small price if you're in a very cold environment. Windows are not as good insulation as walls," explains Jim Benya, IALD, PE, principal at Benya Lighting Design, Tigard, OR. But the overwhelming majority of the United States is appropriate for daylighting.

Article continued at [www.buildings.com/Articles/detail.asp?ArticleID=1827](http://www.buildings.com/Articles/detail.asp?ArticleID=1827)

## Welcome New Members

Kimberly L. Calis - Account Manager - Pacific Modular, Inc.

Lyle R. Graddon - President - National Maintenance Contractors, Inc.

Charles R. Harris, II - Facilities Project Specialist - Philips Oral Healthcare Inc.

Frederick B. McGuffey - Property Manager- Bank of America

Richard McLeland-Wieser - Business Development Associate. - Creative Presentations

Michelle J. Raley - Facilities Project Manager - Lake Washington School District

Christopher M. Smith - Facility Manager - YMCA of Tacoma-Pierce County

Keli A. Stosich - National Facilities Analyst - Nordstrom

Christine L. Westergaard - Design & Sales Representative - Initial Tropical Plants

## Anniversaries

Linda L. Coan, ASID, - Assistant Dir., Office Planning - Safeco Corp. - 14 years

Philip A. Giuntoli - Principal - Collins/Woerman - 13 years

Peter Renner, CFM - Director of Facilities - City of Renton- 11 years

John Edwards - Facilities & Purchasing Manager - Perkins Coie - 10 years

David W. Ling, CFM - Facilities Manager -Philips Oral Healthcare Inc - 6 years

Diana Grant - Project Manager - Lighting Design Lab - 5 years

James Johnson - Facility Manager - Medtronic Physio-Control - 5 years

John Stinson, CFM - Project Manager - Nordstrom - 5 years

### Inside The Hutch



Bonnieclaire Erling, F2F Consulting LLC  
Kim Shelton, IIDA, Kim Shelton Design  
Co-Chairpersons, Membership Committee

## Facility Management Articles of Interest

IFMA Seattle encourages our membership to submit Facility Management Articles of Interest. Please email your articles to Melanie Saenz - [msaenz@bankandoffice.com](mailto:msaenz@bankandoffice.com)

### LET THE SUN SHINE IN by AL ANDERSON

IF YOU ARE looking for a competitive advantage, look to the sky. There is a growing body of evidence that high quality lighting (especially soft daylight) directly affects performance, productivity, and profitability. Providing a neat and clean workplace that is visually appealing is the minimum requirement for gaining access to the workforce. Quality daylight in your facility can boost employee morale, reduce turnover, and increase productivity. All of which will contribute to your success.

Empirical data shows that introducing daylight into a space has a remarkable affect. Daylight improves learning among students and productivity of office, retail, warehouse, and manufacturing workers.

In a California Energy Commission Study of 450 classrooms and more than 8,000 students in the 3rd thru the 6th grade students with little or no daylight performed 7% to 18% lower on test scores than students with the most view windows and natural light. In a separate study of 21,000 students in 2,000 classrooms in Seattle, Washington; Orange County, California; and Fort Collins, Colorado conducted by Pacific Gas & Electric results showed that students with the largest window area in their classes learned math 15% more rapidly and reading 23% more rapidly than students with the least window area. Also, students who had skylights in their classroom advanced 19-20% faster than students without a skylight."

Correspondingly, in a study of a retail chain with 108 stores, the stores with skylights had significantly better sales. The study was conducted over an 18 month period and sales in stores with skylights ranged from 31% to 49% higher than those without skylights. After other factors such as age of the stores, hours of operation, and economic makeup of the community were adjusted for skylit stores had 40% higher sales. Well designed skylights that delivers defused daylight throughout a room, allows for control of the amount of light penetration, and does not introduce glare can substantially improve sales. Do the math. What percent of sales would it take to pay for adding skylights in a store?

In call centers, workers with no view processed calls 6% to 12% more slowly than workers who had good outside views. Mental function and memory recall among office workers with good views were 10% to 25% better than workers without a view. However, glare from view windows had a significant harmful affect on performance. In mental function tests glare had a harmful effect on three of five tests. The greater the glare the worse the office worker performed. The impact of glare in view windows reduced mental acuity by 15% to 21%.

In warehouse and manufacturing facilities daylight will reduce shipping errors, improve productivity and quality. In a Herman Miller plant with 600 manufacturing employees, and a near perfect performance record, they improved on time deliveries from 98.54% to 99.53%. Product deficiencies dropped from 10.3 per 1,000 to 7.7 per 1,000, a 25.24% improvement. This is especially noteworthy considering that the plant runs three shifts and the day lighting primarily affected only one shift with little or no impact on the other two shifts.

Employees say they are happier or even excited about work and feel more connected to their company and have a greater sense of collaboration when they have daylight in their work space. Managers, employees, and customers believe that daylight stores have more uniform lighting than non daylight stores even when measurements with light meters show the opposite is true. Daylight makes people feel better about themselves, their surroundings, and their choices.

The highest cost most companies have is worker's salaries. Bringing daylight into your workspace will improve job satisfaction, raise productivity, cut your error rate, boost morale and corporate loyalty, reduce absenteeism, decrease turnover, all of which will contribute to improving your bottom line. So, if you're planning to buy or lease new space, or remodel or renovate existing space, adding daylight should be part of the facilities plan. The payback will be substantial.

Many retailers and manufacturers have already benefited from added daylight in their work space. Shouldn't you? If you want to attract and keep good employees who are happy and productive, it may be time to bring the outside indoors. When it comes to getting the best return from you facilities the sky may not be the limit, but it's a good place to start.

-30-

Al Anderson is a Certified Facilities Manager and Public Relations Committee Chair for the Seattle Chapter of International Facilities Management Association. He can be contacted at [AAndersalt@AOL.com](mailto:AAndersalt@AOL.com)



[WWW.IFMASEATTLE.ORG](http://WWW.IFMASEATTLE.ORG)

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#### Member Recognition & Facility High Light

If you know of a Facility and/or Manager you would like to see profiled, please email Melanie Saenz at [msaenz@bankandoffice.com](mailto:msaenz@bankandoffice.com)

## Continuing Education Opportunities

### IFMA Leadership Conference

July 8-9, 2004

Hosted by the IFMA Greater Seattle Chapter

To register: toll free 1-877-460-5880, or 253-265-3042

Email: [aminc1@juno.com](mailto:aminc1@juno.com)

### FM Audio Edge Series

July 22, 2004 12:00 p.m. CDT

Linking Corporate Culture to FM Organization Success

Speakers: Stormy Friday, IFMA Fellow, The Friday Group

Registration: \$79

[http://www.ifma.org/profdev/fm\\_edge/](http://www.ifma.org/profdev/fm_edge/)

### Free INFORMATIONAL MEETING: Building Operator Certification

Thurs, Aug 5, 2004 from 10-11:30am

Snohomish County PUD, Everett, WA

More information: 206-276-1932 or [www.theBOC.info/wa](http://www.theBOC.info/wa)

### Energy 2004: Plug Into the Solutions Network

August 8-11, 2004

Rochester, New York

More information: <http://www.energy2004.ee.doe.gov/index.htm>

### Lighting Retrofits

Monday, August 16, 2004

2:00PM - 4:00PM

Registration: \$30

[www.lightingdesignlab.com](http://www.lightingdesignlab.com)

Class explains the steps to identify, catalogue, and evaluate the lighting found in a building. Reviews identifying opportunities for improvements in energy efficiency, lighting quality, and lighting maintenance. Examines determining the appropriateness of simple changing a lamp, retrofitting a ballast, replacing a luminaire, or performing a complete redesign. Student will leave with an understanding of evaluating the lighting in a building, identifying opportunities, and estimating payback periods for different measures.

### Bldg Operator Certification Level I

Classes offered one-day a month for seven months. 56 hours of training.

Sept 15, 2004 - March 9, 2005 in Everett, WA

Oct 14, 2004 - April 21, 2005 in Renton, WA

Visit [www.theBOC.info](http://www.theBOC.info) for course descriptions and registration information.

Education Committee

Cynthia Putman

*\*From Article on page 3\**

### Daylighting Definitions

While not all the terms below are employed in this article, you're likely to hear them being used regarding the topic of daylighting:

**Brightness** – Subjective perception of illuminance.

**Daylight** – Diffuse light from the overcast sky. Similar in all orientations; bright above and dark at the horizon. Soft and cool in both temperature and color.

**Daylight Factor** – Ratio of daylight illumination on a horizontal point indoors to the horizontal illumination outdoors, expressed as a percentage. Direct sunlight is excluded.

*\*\*To view intire article, please go to the web site\*\**

## Bulletin Board

### Licenses now required to perform most elevator work

Mechanics who work on elevators, and contractors who provide elevator installation, repair and maintenance services, must be licensed by the state Department of Labor and Industries (L&I) as of July 1, 2004.

In most cases, only licensed elevator mechanics will be allowed to work on elevators and other conveyances such as escalators and specialized lifts for people and materials, and only licensed elevator contractors will be able to pursue contracts to provide such services.

If you are a building owner or facilities manager, you will need to:

- ◆ Check whether the specific work to be done on your elevator or other conveyance requires a licensed elevator mechanic, and;
- ◆ Determine if the people who work on your elevator or other conveyance are licensed to do so.

These rules, which carry out laws passed by the Washington State Legislature, will help to ensure the safety of people who use elevators and other conveyances, and will protect building owners, facilities managers, and their employees. Most elevator deaths and injuries involve workers with inadequate experience or training who attempt to repair or maintain an elevator.

Experienced elevator mechanics and contractors may be able to obtain a license between July 1 and Oct. 1, 2004, without taking a state test if they meet certain requirements. They may also continue working on elevators until Oct. 1, 2004, as long as they qualify to apply for a license and have submitted an application.

For more information, or to apply for a license online, please go to [www.Elevators.LNI.wa.gov](http://www.Elevators.LNI.wa.gov). If your elevator mechanic or contractor has questions about the licensing process or how their qualifications affect their ability to get a license, please call L&I in Tumwater at 360-902-6131, or contact us by e-mail at [Elevatorsect@LNI.wa.gov](mailto:Elevatorsect@LNI.wa.gov).

### Inside The Hutch



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*\*\*Board Meetings are held on the first Tuesday of the month at 11:30am.*

*July*

27th - IFMA Management Series - Six Sigma  
Philips Oral Healthcare

*August*

TBA - Operating & maintaining the High  
Tenant Occupied Performance Building.

*September*

15th - 8:00am - IFMA Annual Golf Tourna-  
ment

*October*

26th - Dean & Ray's Awesome Adventure  
Getty Images

*November*

9th - Tomorrow's Trends in Wireless  
Seattle Library Tour

*December*

TBA - Holiday Event

*January - 2005*

TBA - Chapter Event

*February - 2005*

TBA - Education Symposium

*March - 2005*

TBA - Chapter Event

*April - 2005*

TBA - New Member Meeting

*May - 2005*

TBA - Chapter Event

*June- 2005*

TBA - Chapter Event

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](http://www.ifmaseattle.org).

