



# SEATTLE NEWS

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

May 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.*

## Local IFMA Chapter Monthly Events

Date: May 25th

Topic: "Kaizen & Lean Thinking"  
Every business has at least three things in common: people, processes, and the desire to profit. Lean links these by empowering and teaching people how to improve processes. Come see what a "kaizen" event is all about!

Speaker: Gemba Research LLC - Jon Miller

Location: Magna Design - Lynnwood, WA

Time: 7:30-9:00 a.m.

## Other Local Event

May 13, 2004 from 8-9:30am  
BEST Awards Ceremony  
Bell Harbor International Conference Center

Want to know which local companies are the "best" when it comes to environmental practices? Looking for ways to improve your own business operations? Interested in networking with business and government leaders? Then join the Resource Venture and its program partners as we honor local companies for their notable "green" achievements.

Contact: KaDeena Lenz at email: kadeenal@resourceventure.org

## Programz Corner

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.

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

--other events continued on  
page five

## PRESIDENT'S MESSAGE Dean Baker



Greetings ~

I'm very excited about our upcoming chapter event on May 25<sup>th</sup>, entitled, "Lean Manufacturing". This event is one in a series of programs that will give us all a closer look at these tools that have taken root in corporate America. Other exciting upcoming programs will cover topics such as "Six Sigma" and "ISO 9000".

Our event on May 25<sup>th</sup> will be held in Lynnwood at Magna Design's World headquarters. I'm glad that Magna has agreed to host this event for a couple of different reasons. First, that we are holding a chapter event in the North End, so I'm counting on you Snohomish County members to make this a big turnout, and second, to spotlight some of the tremendous growth that is currently underway in Snohomish County. As a "Convergence Zone Native", I'm pleased to see this area become revitalized once again.

I want to thank everyone who attended our April "New Member" event. We had a large turnout to hear Ray Zimmerman's funny and informative presentation on Project Management. With all the new members in attendance, I didn't miss the opportunity to encourage all of them to get the most out of their membership by getting involved. The best way to get involved is by joining one of our committees.

In closing, you will be seeing ballots very soon for our board elections. I encourage all of you to complete your ballot when you receive it.

Dean

IFMA SEATTLE: YOUR RESOURCE FOR EXCELLENCE



### Officers

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## IFMA Educational News

### Welcome New Members

Dana Lashbaugh - Student

Joel Janssen - Branch Manager - NW Commercial Carpet & Floor Cleaning

Dale Jenkins

Chris Walvoord - Student

Mark Barnard - Facility Manager - McKinstry

Vicki Stephens - Building Manager - Pacific NW National Laboratory

Michael Warren - Regional Facility Mgr. - Solectron Corporation

Judi Baker - NW Regional Mgr. - OCE Business Services

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### Anniversaries

Glenn Osako, CFM - GO Consulting - Principal/Owner 18 years

James Carpenter - Nordstrom Store Planning - Project Mgr. 12 years

Don Fridley - IDEX Corp. - Facilities Mgr. - 8 years

Ann Augmann - U of W Medical Center - Program Coordinator 8 years

James Lake - 7 years

Donald Warner - Honeywell - Director HSE & Facilities 6 years

Christine Whalen, CFM - GT Development - Facilities Manager 6 years

Bill Schlatterbeck --Austin Company - VP & General Mgr. 5 years

*Cindy Strickland  
Magna Designs*

### Commercial Tenants Hold Key to Energy Efficiency

*Re-printed from the California e-newsletter, Flex Your Power*

Through building codes, efficiency standards and the ongoing efforts of building owners and managers, California's new and existing commercial buildings are steadily becoming more energy efficient. However, commercial tenants play a key role in recognizing the benefits of energy efficiency investments. For example, a building owner can install a highly efficient heating, ventilation and air conditioning (HVAC) system, but the tenant sets the thermostat - which may or may not be at an energy-conscious level. New operating data from the highly efficient Cal/EPA building in Sacramento show the building's overall energy use is rising even as the building managers have installed new energy-efficient HVAC equipment and the tenant's staffing levels have decreased.

To view the complete article, visit [http://www.fypower.com/pdf/eNews\\_Docs/tenant\\_calepa\\_eNews\\_041404.pdf](http://www.fypower.com/pdf/eNews_Docs/tenant_calepa_eNews_041404.pdf)

### Providence St. Peter's Hospital First 100% BOC Certified in Nation

The facility operations staff at Providence St. Peter's Hospital (Olympia, WA) is the first institution in the country to certify 100% of their staff in the Building Operator Certification program. The hospital will be recognized for this achievement at an awards ceremony at the conclusion of the upcoming Washington State Society of Healthcare Engineers meeting in Chelan, WA at the end of the month.

*--educational events on page five*



## 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)

Bill Blau  
Facilities Manager  
Adobe Systems Incorporated  
206-675-7593  
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After 5 years of IFMA membership, I finally did it. I pulled myself away from the day-to-day at Adobe and attended what I thought would be a valuable IFMA event....the Management Summit in the Big Easy, March 19-20. Boy, was I right!

Starting with the opening keynote by Sharon Wulf, Ph.D, the Summit was packed with thought provoking and ready-to-apply information. Wulf spoke about honing leadership skills and strategies and how they apply to not just managing in general but, the FM profession. Bridging that gap between general management skills and what we actually deal with in the real world was specifically helpful. Wulf was very engaging, energetic and entertaining and started the Summit off on the right foot.



Selecting which concurrent sessions to attend was difficult but I chose to dive into the numbers of "Adding FM Financial Value to Corporate Decision Making". Managing a satellite office, my exposure to top level real estate and facilities decisions is pretty limited. This two-part session provided a glimpse into what my up-line is looking at and how valuable speaking the right financial language is. Adopting profit center practices and improving financial acumen are two take-aways that I'll be integrating into my operations. This quote sums up the sessions: "an FM without financial data and analysis is just another person with an opinion - and opinions are like bellybuttons, everybody's got one!"

After my brain cooled down a bit, I chose another appointment with Dr. Wulf... "Strengthening Leadership Style through Effective Communication and Conflict Management". We've all been through these types of programs or read books on the topic but, I took away some new, tasty bits. Operating with a focus on "what's right....not who's right" and defining my leadership brand identity and establishing a tagline for it were two that stuck. Again, Wulf's dynamic style made this a fun session.

Day two included two sessions - "Everyday Ethics in Decision Making" and the closing keynote entitled "Forget about Leading, I Just Want to Survive the Week!" - both delivered by Vince Crew of REACH Development ([www.reachdevelopment.com](http://www.reachdevelopment.com)). In today's post-ENRON world, the fast-paced ethics session covered some very pertinent topics and had everyone looking in the mirror. The closing keynote then touched on the question; "This is all great but, when will I find the time to apply it?" Crew broke down "DELEGATE" into useful one-liners and spoke about his grandma "checking the pot"....give me a buzz if you're curious. Just as the Summit began, this very useful and entertaining session sent us out the door on the right foot!

Oh yeah - almost forgot - I also took the CFM Exam Review course prior to the Summit and learned a ton from instructor Jon Martens and a collection of some very diverse and experienced FM's. The Review covered a lot of material in two days but I think coupling the Review and the Summit together really got me into "the zone". I'll be sitting soon and will be hitting the books again after sending this article to Dean (thanks again for the opportunity Dean!).



I left the Summit with lots of ideas and feel the sessions alone were worth the trip. The bonus to all of that great info was the best part of all...the relationships. I met some great people and have continued to collaborate with them and reflect on the good laughs we had (yup, I did find time for consuming some awesome jambalaya, touring the city and, of course, Bourbon St.). New Orleans was a great venue and IFMA did a fantastic job of delivering a quality event.

### 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 FM Audio Edge Series

May 20, 2004 12:00 p.m. CDT

The Changing Role of the Facilities Executive

Speakers: Julie Zielinski, Allsteel and James C. Elledge, CFM, FMA, RPA, IFMA Fellow Consultant

Fee: \$79 IFMA members

Register at [www.ifma.org/profdev/calendar1.cfm](http://www.ifma.org/profdev/calendar1.cfm)

### Brave Buildings Topic

June 17, 2004 12:00 p.m. CDT

Speakers: TBA

Fee: \$79 IFMA members

Register at [www.ifma.org/profdev/calendar1.cfm](http://www.ifma.org/profdev/calendar1.cfm)

### Negotiating a Green Lease

Wednesday, June 02, 2004 - 1:00 pm - 6:00pm

Madison Renaissance Hotel

515 Madison Street

Seattle, WA 98104

Event Details: <http://www.regonline.com/Checkin.asp?EventId=12562>

### Energy Effective Lighting Controls

June 3, 2004

Lighting Design Lab, Seattle

2pm-5pm

Fee: \$30

For more information and to register:

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

### Lighting Retrofits

June 30, 2004

2pm-5pm

Lighting Design Lab, Seattle

Fee: \$30

For more information and to register:

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

### Building 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.

## May's Event

May 25<sup>th</sup> 7:30-9:00 a.m. - at Magna Design in Lynnwood

"KAIZEN & LEAN THINKING" The first in a series of topics highlighting new processes & management styles.

Join us on May 25th at Magna Design for a presentation and tour about "Kaizen & Lean Thinking". We will have a great speaker Jon Miller from Gemba Research who will walk us through the concept of LEAN and KAIZEN.

What is Kaizen?

Kaizen means 'change for the better' in Japanese.

Kai	Zen
Change	Good

Gemba helps companies develop a culture of continuous improvement. We use Gemba Kaizen Workshops to build excitement and ownership of the improvement process. Lean Enterprise Transformation focuses the entire organization on the endless pursuit of waste elimination.

Gemba Research has many years of experience in successfully teaching Lean Thinking principles. We have applied Lean to a wide variety industries and business organizations. From Lean Manufacturing to Lean Healthcare, we are not experts in your industry - we are experts in teaching process improvement.

Every business has at least three things in common: people, processes, and the desire to profit. Lean links these by empowering and teaching people how to improve processes. Come see what a "Kaizen" event is all about!

After the presentation there will be a tour of Magna Design to show how they have implemented LEAN & KAIZEN to become a company focused on continuous improvement.

Sponsored by Magna Design



## Committee Chairs

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*May*  
25th - Chapter Event; Lean Manufacturing

*June*  
TBA- IFMA Facility Tour

*July*  
TBA- Chapter Event - Six Sigma

*August*  
TBA- IFMA Facility Tour

*September*  
15th - IFMA Golf Tournament

*October*  
TBA - Awesome Adventure

*November*  
9th - Tomorrow's Trends in Wireless - Seattle Library

*December*  
TBA - IFMA Holiday 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.

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

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).

WWW.IFMASEATTLE.ORG

