

The Facilitator

News from the Boston Chapter of IFMA
The International Facility Management Association

IFMA Golf Tournament 2000

We didn't have that much sunshine this summer, but we certainly had a warm, sunny day on June 20th, the day of the 6th annual IFMA golf tournament (sponsored by Design Management Corporation and Office Environments of New England). IFMA members and guests enjoyed a day of golf, good company, and lots of laughs as they hit the links at Stow Acres Country Club in Stow, MA. A 7:45 a.m. shotgun start found 300 golfers racing out to their starting holes on both the North and South courses to begin the scramble-format tournament. Along the way, golfers attempted to capture awards on the prize holes – men's and women's longest drive, straightest drive, and closest to the pin (all generously sponsored – see companies listed later in this article).

For those golfers who qualified throughout the day by landing their ball on a particular Par 3 green, a \$10,000 putt for cash (sponsored by Margulies & Associates) took place immediately following the tournament. Beginning with about 40 golfers, we were soon down to one lucky

contestant - Rick Robinson of Thompson, Doyle, Hennessey & Everest. He managed to come pretty close, but didn't sink the winning putt. Although Rick didn't go home with the \$10,000, he did leave with a brand new putter (also compliments of Margulies) and a gift certificate to the pro shop – not a bad consolation prize! All of the proceeds from the putting contest qualifying holes will be going to CAP House.

Returning as our favorite emcee was Joe Campbell of Vanderweil Engineers – a founding member of the golf tournament. As always, the jokes were flying and everyone had a lot of laughs!

This tournament wouldn't have happened without the tireless efforts of our dedicated golf committee, volunteers, and sponsors. Thank you to all who made this day a great success!



IFMA Golf Committee 2000 (back row) - Peter Atkinson, Kristin Hedderman, Joe Campbell, John Connor, Jane Strillchuk, and Jim Burke; (front row) Dave Caron, Michelle Motta, Judylynn Monaco, and Kathy Creed

Returning committee:
Co-chairs: Kristin Hedderman (Payton Construction) and Shaila Kennedy (Lee Kennedy Co.) and Joe Campbell (RG Vanderweil Engineers) and Jane Strillchuk (Milliken)

New committee members:
Pete Atkinson (Kennedy School of Government); Judylynn Monaco, board liaison for special events; Kathy Creed (Office Furniture Solutions); Michelle Motta (Herman Miller); Dave Caron (Diversified Project Management); John Connor (Integrated Builders); Charlie Estes (Store to Door); and Jim Burke (Allegheny Flooring).

Thanks also to Sherri and Joan of The Association Advantage for all of their coordination.

Volunteers:

LuAnn Pierce (Archon); Cheryl Boemer (Payton Construction); IFMA President, Jim Downey (Stride Rite); Katy Coyman (Mohawk Industries); Jan Rothfield (Creative Space Management); Kerry LoGuercio and Shannon Adams (Haworth); Alicia Dernier (Kennedy School of Government); Anna DeMare and Bill Zimmerman (Milliken); Brett vanBeaver (ECO Logic); Debbie Oakley (Gloucester Builders); and James Auditore (Allegheny Flooring).

Presenting sponsors:

Design Management Corporation
Office Environments of New England

Miscellaneous sponsors:

Breakfast (NECC Corp.); Storage and delivery of goody bags (Store to Door); Beverage carts (Allegheny Flooring); Photography (Lee Kennedy Co., Diversified Project Management, Central Ceilings); Award Plaques (RR Woodman Company); and Putting Contest (Margulies & Associates)

Prize hole sponsors:

Cresa Partners, Payton Construction, Rentacrate, A.J. Martini, Creative Office Pavilion, Elaine Construction, and Haworth/Corporate Interiors.

(Our apologies to Cresa Partners for the mix-up on your prize hole – sorry about that!)



Marc Margulies (l.) of Margulies & Associates, Inc. – sponsor of the Putting Contest with the Putting contest winner, Rick Robinson



Winning Foursome: Paul Twein, Jack Rooney, Don Savoy, and Jim O'Haro

General Hole sponsors:

Spaulding & Slye, Integrated Builders, McKearney Associates, Wise Construction, Grubb & Ellis, Cini-Little International, Archer Management, Sodexho/Marriott, Herman Miller, Milliken, Store to Door, J&J Industries, Richard White & Sons, Peabody Office Furniture, and Shaw Contract Flooring.

Thanks also to the numerous companies who supplied us with generous donations for raffle prizes and goody bag items.

We are all looking forward to next year's event!

Save the Date – next year's tournament is already scheduled for Tuesday, June 19th, 2001!

2000 - 2001 Boston Chapter/IFMA Sponsors

(at time of publication)

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workplaceIQ

For more information on the benefits of sponsorship, check out our web site at www.ifmaboston.org or call 781-237-6500.

Get Ready to Ride the Waves and Balance on the Shifting Sands

No, IFMA isn't taking a field trip to the beach; we're planning an action-packed program year! Our program committee has been working very hard to line up a series of tours and programs that will prove to be our best ever.

The first half of the program year will focus on hot technology topics, such as "Riding the Wireless Wave," a panel discussion of existing and proposed wireless communication followed by a tour of Nokia's facility in Burlington, MA, and "Shifting Sands," a panel discussion on the effects of new technologies on old industries. Our program year also features tours of the "Boston Public Library," "Reebok Revisited," and "Logan 2000 and 1."

Okay, so now you know where we got the title from; why don't you visit www.ifmaboston.org to find out more about the exciting programs IFMA has lined up for 2000/2001.

For more information about IFMA and all its activities, please visit the Boston Chapter website at www.ifmaboston.org.

Applauding the Very Best



Marise Zeind Fallon presides over the Awards Ceremony. Marise works for John Hancock's Space & Planning Department

The Boston Chapter of IFMA presented its annual awards on the stormy evening of June 6th at the Boston Harbor Hotel. Guests enjoyed cocktails and hors d'oeuvres while watching the spectacular view of the stormy ocean.

The evening's formal presentation began with "Our Year in Review" slide presentation. The slide show, which was skillfully presented by Marise Zeind Fallon, really helped everyone recall the good times and accomplishments that extended throughout the year. The awards presentation followed.

And the winners are ...

Awards for Excellence in Facility Management (recognizing "best practices" by a facility management department), presented by Kristin Hill:

State Street Corporation Planning & Development Team

Honorable Mention - Award for Excellence in Facility Management, presented by Kristin Hill:

Harvard University/John F. Kennedy School of Government; accepted by Sheila Sheridan and Frank Murphy

Achievement Awards for an Associate Member (presented to individuals for outstanding contributions toward enhancing the IFMA Boston Chapter), presented by Janice Hill:

Lori Stewart Coletti from Fox Relocation Management

Michael Flaherty

Achievement Award for a Distinguished Professional Member, presented by Jennifer Foley:

Kathy DeMello from John Hancock Funds

"You Make it Happen" Awards (given to those individuals who have given exceptional amounts of their time and energy to enhance the success of the Boston IFMA Chapter and add value for our 750 chapter members), presented by Jim Downey:

Jennifer Foley from Liberty Mutual Insurance Company

Sherri Oken, CAE, from The Association Advantage

Facility Management Intern/Mentoring Program Awards: (presented to facility management departments that have taken an active role in educating students in the field of facility management), presented by Jim Downey:

The Boston Globe Facility and Engineering Department, accepted by Luis Azeredo

Diversified Project Management, accepted by Bob Keeley and Rob MacLennan

IFMA Boston Chapter Scholarship, presented by Kristin Hill:

Daniel Lawson, a facilities management student at Wentworth Institute of Technology

President's Award, presented by Kristin Hill:

Janice Hill of State Street Corporation

At the conclusion of the official awards, Kristin Hill was presented with a beautiful pewter vase and flowers as our "thank you" for her ongoing commitment to the Facility Management profession and for serving as our Chapter's President for the successful 1999-2000 IFMA year. The evening concluded with the swearing in of our new executive board.

Thanks to all for coming and applauding the very best! And special thanks to Marise Zeind Fallon for all her hard work in making this an evening to remember.



State Street Corporation's team receives its Awards for Excellence in Facility Management from Kristin Hill



Sherri Oken receives her "You Make It Happen" Award from our new president, Jim Downey



Lori Stewart Coletti from Fox Relocation accepts her Achievement Award for an Associate member from Janice Hill



Our new Executive Board takes their pledge



Patrick Brady, President of Gloucester Buildings with Artias Boardman of Harvard's John F. Kennedy School of Government enjoyed the socializing before the formal presentation got underway

NEW MEMBERS



Growing up, I took every mechanical drawing and art class my schools offered. I spent hours creating dimensional drawings of nuts and bolts, or machine parts. While handy with a pencil, I was challenged by a hammer; my father used to say “you better go to college because you’ll never make a living with your hands” - he was right. I graduated from Fitchburg State College’s Industrial Science Program. Originally, I specialized in mechanical drawing with the goal of becoming a draftsman. Hours of sitting at a drawing table, having lines and arrows scrutinized by faculty, became disenchanting. Across the hall, in the Graphic Arts department, classes included typesetting machines and horizontal cameras to create copy and art. Drawing tables were used to line the copy into final presentation. This work incorporated mechanical drawing with art, and it was fun! My projects included designing schematic facility layouts for printing and finishing facilities. I quickly shifted my focus to Graphic Arts.

Upon graduation, I began a career in Graphic Arts. After working as a production manager in a retail-advertising department and a publishing company, I joined John Hancock Mutual Funds in 1991. At that time, they had very aggressive growth plans and needed assistance producing and distributing marketing material to the brokers and agents.

One of my responsibilities was fulfillment. To create efficiencies and save the company money, I proposed the internalization of the fulfillment process. I presented my idea and senior management accepted it. I searched for a distribution warehouse and supervised the transition of this operation from our vendor, relocating hundreds of pallets of stock from the existing facility to Malden, MA. It was a great project and resulted in significant savings for the company.

In 1996, John Hancock started a project called Lifetime +. I was asked to join the project team that would create a consolidated customer service company for John Hancock. Because of my background and experience with the distribution center, I was asked to do facility administration. My role was to develop and implement a facility management strategy, which included Purchasing, Life Safety, and Security. I would also manage the day-to-day administration of these activities. Lifetime + became John Hancock Signature Services (JHSS). JHSS immediately began the consolidation of service operations internally and creating efficiencies. The result was several internal relocations and reconfigurations.

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Sponsorship Opportunities Await You!

The IFMA Boston Chapter’s mission is to provide value to its membership. We rely on sponsorships to accomplish this goal. Throughout the years many of you have contributed quite generously to support the Chapter’s efforts. This support has been greatly appreciated and has allowed the Chapter to grow and strengthen the benefits offered to members.

Our new sponsorship program is structured into three levels (Gold, Silver and Bronze) and allows sponsors continual exposure throughout the year through multiple avenues such as your company name printed on our Sponsorship Board, which is displayed at all Chapter events, free admission(s) to the Gala event, and a link from the Chapter website (Gold and Silver levels only).

All funds raised help support our monthly informational programs, The Facilitator, www.ifmaboston.org, membership communications, the Student Chapter, community service projects, the Industry Councils, special events, and more.

For more detailed information about the benefits of sponsorship or to sign up, contact Kristin Hill at 508-650-1891 or email khill@designmanagementcorp.com

EXECUTIVE COMMITTEE

Officers

President, James P. Downey, CFM, Stride Rite, 617-824-6110

President-elect, Scott S. Tibbo, Expense Mgmt. Solutions, Inc., 508-460-7014

Vice Pres./Activities, Susan A. Pepple, Symmes, Maini & McKee Associates, 617-520-9467

Vice Pres./Information, Frank Murphy, MBA, Gloucester Builders, 617-241-5513

Treasurer, Jennifer Foley, Liberty Mutual Group, 617-357-9500 x42978

Past Pres./Sponsorships, Kristin Hill, AIA, Design Management Corporation, 508-650-1891

Committee Chairs

Awards (local), Marise Zeind Fallon, John Hancock Space Planning-Design, 617-572-0161

Awards (national), OPEN

Certification, Suzanne Kennedy, CFM, Wentworth Institute of Technology, 617-989-4049

Community Projects, Marie Fitzgerald, Symmes, Maini & McKee Associates, 617-520-9239

Industry Council Liaison, John J. Gioioso, CFM, Frensenius Medical Care, 781-402-9000 x 5280

Membership, Michael Flaherty, TManage, Inc., 508-668-2074

Newsletter, Connie A. Mugno, Simpson Gumpertz & Heger Inc., 781-641-7225

Programs Co-chair, Andrea Jones, CFM, Cambridge Savings Bank, 617-441-4208

Programs Co-chair, Mariangelo Rinaldi, Gensler, 617-737-9800

Public Relations, Cynthia Rambaldo, Nerve Wire, 781-544-3190

Special Events (Holiday Gala, World Workplace, Golf Outing), Judylynn Monaco, 617-469-8891

Student Liaison, Alicia L. Dernier, JFK School of Gov./Harvard Univ. Facilities and Services, 617-495-3390



A little over a year ago, I was sworn in as your President-elect, and for the past twelve months I have tried to learn everything I could to be a good President. The time has come and I must now take the reins of the most dynamic, and one of the largest, Chapters of IFMA. This is an honor I take seriously. But first, I would like to acknowledge my gratitude to the previous Board and their leader, Kristin Hill. Without her patience and commitment, the Boston Chapter would not be in such excellent condition. And second, I would like to acknowledge the Officers of her Board and the many Committee Members who provided assistance and guidance. You have my appreciation.

The summer is supposed to be a time to relax and rejuvenate oneself. And what better way to kick off the summer than our highly successful Golf Tournament held last June. What a fantastic event and, I speak from experience, a great way to meet and enjoy friends and peers in the facility business. Special thanks go out to Kristin Hedderman, Shalia Kennedy, and the Golf Committee. Proceeds from our tournament will help support our educational programs and tours, social events, and community projects throughout the year.

As the Board and I headed into the summer, we prepared to continue our commitment of excellence to the Boston members by providing opportunities to enhance your professional careers and personal life. Under the leadership of Susan Pepple, newly Elected Vice President of Activities, her team has put together an ambitious calendar of educational and informative programs that should keep you coming back month after month. Committee Chairpersons Andrea Jones and Mariangela Rinaldi have promised to make this year exciting for you, and we all look forward to your participation. Scott Tibbo has recruited John Gioioso, CFM, to continue his efforts as Industry Council Liaison. Scott will take the President-elect position on the Board. Frank Murphy, Vice President of Information and his Committee Chairs, along with Jennifer Foley, our Treasurer, are also returning from last year and will provide continuity and continued leadership. Judylynn Monanco has agreed to be our Chair of Special Events and is all ready to take us to New Orleans for World Workplace 2000.

Belonging to the Boston Chapter of IFMA should not be a sideline activity. It's about commitment, involvement, and sharing. It's about providing input and being part of a dynamic team. You can't get to the top of your triangle unless you build a solid base. Through the Boston Chapter, you can be well on your way to a very rewarding career. Becoming a Certified Facility Manager (CFM) will open new doors of opportunity and advancement, and Committee Chair Suzanne Kennedy is available to assist you with this process.

I look forward to our partnership and meeting you at our next event. Have fun, enjoy yourself, make new friends, and challenge yourself to learn all you can.

Respectfully,

PRESIDENT'S COLUMN

Member Profile, Continued from page 4

In 1997, the search for a home for JHSS began. The Schraffts Center in Charlestown was chosen and a phased migration of 1,100 associates into the 210,000 square foot facility followed. Establishing a remote location facilitated change for JHSS and accommodated reengineering and further efficiency. Having completed the Schraffts project, we began looking west for a second redundant site. My responsibilities included researching various states and cities, negotiation, facility identification, and build out. After visits to several states, JHSS chose Albuquerque, NM. This 125,000 square foot facility is a phased occupancy and will be complete in July of 2001.

To ensure quality service, JHSS focuses on life-long learning. Our associates are required to be Series 6 and Loma certified. In keeping with this philosophy, I decided to pursue my CFM designation from IFMA. The CFM represents excellence in facility management. Achieving this certification has earned me great recognition. The knowledge that I have achieved this goal provides a sense of satisfaction.

My CFM lets others know that I am capable of performing facility management functions globally and can adapt to any situation. This designation also instills a sense of confidence in the people I report to that I can deliver in tough situations.

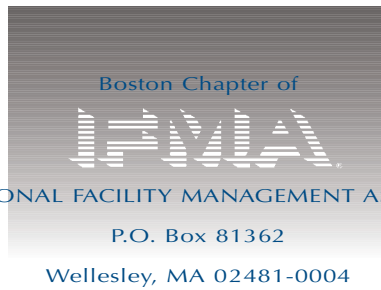
A year ago I transferred from JHSS to John Hancock's Corporate RE Operations office in Boston. I continue to support JHSS, but I am also working on several remote RE projects for John Hancock and other subsidiary companies.

IFMA has always been, and continues to be, a great source of information and networking for me as I proceed through my career.

Tom Dunn

The Facilitator

is always looking for help with writing articles about technical topics of interest to our membership or about our programs, and proofreading. If you are interested, please contact Connie A. Mugno, Newsletter Chair, at 781-641-7225, fax 781-643-2009, or e-mail camugno@sgh.com.



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Beyond Technical Knowledge: Facility Managers Develop Leadership Skills

The Facility Management profession is undergoing major changes. New technologies are altering the way facility managers do their work. Health and safety regulations are becoming more complex. The workforce is increasingly diverse and employee expectations of management are changing. Facility managers are required to lead, become more effective business partners, and play strategic roles in their organizations.

According to Dr. Gil Dubé, Professor of Management at Cambridge College, and specialist in Human Relations and Organizational Development, "facility professionals provide essential services to organizations, manage vast budgets, and coordinate people and environments. But they are frequently overlooked as business partners in their organizations. I would like to see this changed."

Over the past year, Cambridge College, in Cambridge, MA, conducted focus groups and surveys to assess the needs of the profession. The results show that facility professionals, recognizing the rapidly changing work environments, want to have more than technical knowledge of their field. They want to know how to lead teams, manage from a distance, and promote change in their organizations. They also understand the need to work with the intricate issues

of diversity and strategic planning, and help their organizations perform more effectively and efficiently. How can leaders and managers keep up with the pace of change? They must commit to becoming avid learners.

Education and training organizations are responding to these workplace challenges by offering facility managers the opportunity to develop new knowledge and skills. For example, Cambridge College, recognizing this need, has created a Master of Management program with a concentration in Facility Leadership. This program is designed for working professionals and combines classroom instruction, team projects, and on-line learning.

"Cambridge College, a recognized leader in adult learning, is well positioned to offer this program," says Dr. Dubé. "Its approach is student-focused, flexible, and integrates theory and practice. Professionals who join us at Cambridge College will become active members of our learning community. They will learn how to benchmark, manage from a distance, lead teams, and become more adept at managing job safety and health issues. We are excited by the opportunity to participate in enhancing the profession."

Go to www.FacilityLeadership.org for more information.