

The Facilitator

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

Running with the Big Dogs!

By Frank Murphy

Boston, May 1, 2002 – Dennis Longworth, CEO of IFMA addressed the local IFMA chapter at the Corporate Headquarters of Gillette. The gist of Mr. Longworth's message was that facility management is a valuable market worth \$200 billion in the USA and E150 billion Euros in the European Union. A market like that will be fought over! It must be defended. Longworth thinks competition for this market will come from the Real Estate Executive profession. He calls Real Estate Executives "the hyenas in the Facility Management kennel."

Longworth stated that, "The only solution to change is to facilitate change." He illustrated his point with impressive examples. "There are now 28 million telecommuting workers in the USA. That's one in six!" Facility Managers need to understand and control data networks to stay relevant. "Extensive periods of sporadic supply of essential basic materials will become the norm."



Dennis Longworth, CEO of IFMA



Left to right, front: Susan Packard, Sheila Sheridan, Kathleen DeMello; back: Michael Kearns, Bruce Forbes, Dennis Longworth, Sean Murphy, and Jay Philomena

Need we look any further that the drought in the Northeast or the conflict in the Middle East (oil) for proof? How we as Facility Managers help our executive team deal with and solve these issues will determine our future. Environmental sustainability is a global problem. Our hand in solving it is tomorrow's night dinner!

Dennis defined preparation and self-improvement as the "right stuff" for current and future Facility Managers. "It's a must to keep up with new technology like fuel cells, hybrid-vehicles, and energy farms. Improve your knowledge and skills in the areas of finance, project management, and communications. Get your IFMA CFM designation. Get a MBA degree. "25% of all IFMA managers currently have a MBA and 25% more are work toward this degree."

Dennis Longworth believes Facility Managers have a big role to play in tomorrow's national and global economies. But, only if we constantly define our role and fend off others to preserve it.

“Green Buildings” Are High Performance Buildings

By Laura Wohlford

Green buildings, also called high performance buildings, are both environmentally friendly as well as friendly to the bottom line. Facilities managers can use this to their advantage when introducing new concepts needed for construction or renovation of high performance space.



By taking an integrated approach to building systems and components during the concept and design phase, technologies, techniques and interrelationships are incorporated to reduce waste in the short and long term. High performance building design looks at the entire life cycle of each building component to determine the cost (both ecological and economical) of manufacture, installation, operation and subsequent disposal. It also looks at how the components interrelate. The subsequent reduction of waste and improved efficiencies provide the “green” for the environment and contribute to long term bottom line savings for the building owners and managers.

Improved worker productivity provides additional savings, sometimes even exceeding the savings from operations. Design concepts influencing worker productivity include increased use of sunlight and limited amounts of chemicals in carpet, paint, furniture and construction materials to reduce the effects of out-gassing. HVAC technology improves indoor air quality while efficiently using energy. Acoustical controls counter some of the negative effects of open

floor plans. All this translates into happier and more productive employees. Initial studies indicate that productivity increases 5% to 15% based upon reduced sick days alone.

If integrated design is to be used in new construction or renovation, most owners follow the guidelines developed by the US Green Building Council. The LEED program awards points for activities from pre-design to commissioning. Buildings are granted one of a number of “designations” certifying the level of quality achieved.

Locally, the Harvard School of Public Health (HSPH) recently completed renovation of space in the Landmark Center. Using the LEED Commercial Interiors Draft Guidelines as a base, they have designed workable space for a variety of users. Special features include individually controlled lighting, ductless variable air volume HVAC through a raised floor and open window lines to improve access to sunlight. Dan Beaudoin, Facilities Manager for HSPH, emphasized the importance of building a team with a shared vision from the very beginning. He also used marketing to create interest, especially among the construction workers. Because of the type of ventilation system used, it was vital that the construction workers keep the site clean. Dan indicated that frequent tours and posting articles at the site generated a sense of excitement among the workers and let them know they were part of the team.

There is much to be learned from the early adopters of high performance building design. Most initial reports indicate that high performance buildings have much to offer and are worth further investigation.

Relocation Poses Challenges...Presents Opportunities

By Bob Keeley

Relocating office space may be nobody’s idea of fun, but there are ways to ensure that a move goes smoothly and without a hitch. Whether you’re relocating corporate office space, high-tech, biotech/ biomed, or industrial space; a thorough preparation for all possible difficulties you may encounter during the transition is a must.

Proper preparation includes identifying project team roles and responsibilities, developing workable schedules, ensuring building access, frequent planing updates, and team meetings. And while all of these issues must be addressed in any relocation, they are only the tip of the iceberg.

Every business needs to ensure that its new location has adequate power supply for computers and related equipment. But for high-tech firms back-up power sources and sufficient bandwidth and connectivity for data systems are an absolute must.

With the large amount of requisite power comes the need for a well-coordinated infrastructure system for housing the hardware of these companies. Raised floor systems, convenient power location,

uninterrupted power supply, and back up generators, as well as the complex electrical and data equipment that is unique to such firms all require a high level of precision in their placement relative to each other and to shared office equipment. This requires exhaustively detailed designs and schedules, complete with contingency plans for equipment back-up and shutdown phasing.

Data infrastructure and network implementation are also critical elements for relocating high-tech firms. Companies need to ask themselves key questions: What new hardware will need to be purchased and what are the lead times and power and cooling requirements? What will be the speed of the new network? Will there need to be a test system installed in order to determine how existing systems will function on the new network? This information is vital for minimizing the impact a relocation will have on ongoing projects.



For biotech/biomed companies, relocation concerns generally fall into one of two categories: moving equipment and moving actual work; such as lab formulas, tissue samples and other ongoing research projects.

Moving process equipment is a complicated procedure. One can’t simply unplug an electron microscope or centrifuge and hook it back up at the new space. Lab equipment must be decontaminated prior to the move, and caution must be exercised to ensure

continued on next page

complete pre- and post-move support for equipment installation and calibration.

For any type of company, thorough planning and scheduling during relocation can minimize or erase error, lost equipment and lost time. No one plan is right for every company, regardless of industry. Relocation is an opportunity to design more efficient space, refine internal processes and provide a better work environment. Taking proper steps before a move will ensure a smooth transition and can make a complex and difficult process much more manageable.

Mr. Keeley is President of Diversified Project Management, a Boston-based facilities management consulting company that specializes in planning and managing corporate construction and relocation projects. Diversified Project Management is a Gold sponsor of IFMA Boston. You can reach Diversified Project Management's web page via a link at www.ifmaboston.org

Choose the Chapter

A Message from Michael Kearns, President-elect, Boston Chapter/IFMA

Next year when you renew your membership with IFMA you will be faced with a major decision. Starting on January 1st 2003, all renewing and new members of IFMA can choose to be part of a local Chapter, as in the past, or be part of IFMA International only. The Board of the Boston Chapter feels this is a very important decision for you. We want you to be informed and make the decision that best meets your needs.

IFMA International is rolling out a new membership approach called "Member's Choice". International's intentions are to expand IFMA's reach to current members and prospective members that may not be able to benefit from a Chapter's offerings either due to their personal time constraints or geographical challenges. International wants to provide its products and services to anyone it can reach. This is an important goal that is supported by the Boston Chapter. If IFMA International grows, it will benefit us all.

You may already know the benefits of IFMA membership. Additionally, we feel there are many more benefits from being a Chapter Member. Did you know...

- that as a member of the Boston Chapter you can attend our Programs free? Boston is one of the only Chapters of IFMA that offers this to its members. Non-members have had to and will continue to pay to attend our Programs. These Programs, typically monthly, are great educational and networking opportunities.
- that we have five Local Networks? They are, Academic, Financial Services, Corporate Headquarters, Manufacturing and R and D. Our LNs are active special interest groups that focus on sharing best practices, finding help to solve problems and networking.
- that the Chapter is very active in charitable ways? Last holiday season, we donated \$11,000 to the Children with Aids Program (CAP House).
- that the Boston Chapter has over 700 members? These are your peers. Being a member of the Chapter provides you with access to remarkable people. Being a member of the Chapter has underlying benefits including social interaction, new friendships and support when you need it (i.e. job search opportunities and job referrals). IFMA people take care of their fellow members.

Like most things these days, your decision may come down to cost. The cost differences for the new membership options aren't significant. Annual dues of \$245 will afford you all of the benefits of both IFMA International and the Boston Chapter. Annual dues of \$150 will cover the benefits of belonging to International only. Mail delivery of IFMA information versus electronic delivery will also be an option at \$30 annually for both Chapter and International membership types.

The Board, and other volunteer members, of the Boston Chapter work hard to bring you valid, valuable products and services at a low cost. We hope the tangible and less tangible benefits of Chapter Membership are apparent. We encourage you to fully weigh all of the information and benefits (full details of the benefits of Boston Chapter membership are detailed on this web site) of your two membership options next year and recommend you "Choose the Chapter". Please contact us at (781) 237-6500 to help you decide. It will pay off for you!

Thank you and hope to see you sometime soon.

The Board of the Boston Chapter of IFMA.

FROM THE EDITOR



Since taking over as Facilitator Editor a year ago, I have sought greater participation from our membership. I hope you have noticed. For instance, the last two issues of *The Facilitator* have included contributions from a dozen different members.

Seema Pandya's, "Health in the Workplace" column is worthy of publication anywhere. Read it this month to improve your golf game. Laura Wohlford is Assistant Editor. See her articles this month on "Green Buildings" and improvements to the IFMA-Boston web page.

Do you have a success story or even a colossal failure that could help fellow Facility Managers? If so, send it to fmurphy47@aol.com. If writing is not your shtik, we'll send out a reporter.

The Facilitator is your newsletter. Take charge!

*Thanks,
Frank Murphy*

The Facilitator

The Facilitator is the newsletter of IFMA Boston and published quarterly.

Frank Murphy/Gloucester Builders Inc., Editor
Laura Wohlford/Facility Management Consultant, Assistant Editor
Seema Pandya/Catharsis Corporation, Health Editor

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Electronic submittals can be sent to Frank Murphy: fmurphy47@aol.com

Pioneer Investments Goes “Back to School”

By John Kucinski, CFM

Pioneer Investments may be a global asset management company, but it has also experienced success closer to home by donating surplus furniture to public schools in the Boston area. The Quincy and Danvers school systems recently benefited from Pioneer’s program to send decent looking, functional, used office furniture “back to school.” It was a win-win situation because Pioneer immediately lowered its storage costs and the schools received some badly needed and much appreciated furniture. You, too, can help your school!

A lot of facility managers have furniture in storage that, truth be told, will never find its way back into the office. This could be due to a change in company furniture standards or the passage of time. School budgets have always been tight and future budgets look like they will even be getting tighter. On top of that, school furniture isn’t a high priority, especially compared to essential things like books. By donating surplus furniture, facility managers have a terrific opportunity to support local schools and lower operating costs!

Such a program is easy to arrange and the payback is tremendous. First sort through surplus items that are suitable for school use, i.e. desks, chairs, bookcases. Contact the school of your choice and offer these items on an all or nothing basis. In our case Quincy and Danvers were happy to accept it all.

It should be mentioned that there usually isn’t a tax write off associated with this kind of donation. The furniture involved has almost certainly been fully depreciated. The monetary payback comes from seeing appreciative public school teachers and administrators making great use of recycled furniture.

So don’t keep your furniture in detention! Be a class act, donate it to the school of your choice.

John Kucinski is an IFMA-Boston member and Vice-President of Corporate Services at Pioneer Investments. The Facilitator would be interested in hearing your success with charitable recycling.



Among many other donated items, Pioneer Investments provided these tables for the Danvers’ Dunn Middle School Computer Lab. Pictured from left to right are Michael Cali, School Principal; John Kucinski and Jim Desaulniers from Pioneer Investments; and Richard Warren, Danvers Schools Director of Finance and Administration.

HEALTH IN THE WORKPLACE

Improve Your Golf Fitness

By Seema Pandya

Would you like to hit a longer drive? Are you looking to make more consistent shots? Would you like to reduce your chances of wrist, shoulder, and back injuries while playing golf?



Golf requires us to use our entire body. According to the American College of Sports Medicine, we should have all aspects of a complete fitness program for optimal health: flexibility, cardiovascular, and strength. Golfers should address all aspects in order to improve their game.

Flexibility Training: You need full range of motion of your shoulders and entire spine to hit a long drive. Spend at least 20 - 30 minutes before and after 18 holes to stretch. Important muscles to stretch are your shoulders, hamstrings, quads, calves, and low back. If your muscles are shortened and tight, so are your drives.

Cardiovascular Training: Golf is not an aerobic activity. However, it is an endurance activity. A game of golf can involve walking 4-5 miles, or even with a cart, you can be “playing” of up to 4-5 hours. Aerobic capacity is your body’s ability to use oxygen for a long period of time. If you find that your skill declines toward the last few holes, it may be due to poor nutrition and low aerobic endurance. Cross train on off days by walking, biking, or swimming to keep your cardiovascular health up.

Strength Training: Since golf involves the entire body, we often see injuries of the whole body from: wrists, elbows, shoulders, neck, and back. One common injury is from excessive muscle recruitment of smaller muscle groups such as the hand, wrist, and elbow. Strengthen your mid-back muscles and rotator cuff muscles to get power for your swing. Beginners may use their wrist and forearm muscles for power and become injured.

Another common injury is sprain/strain of the back muscles. Our back is very sensitive to twisting and rotary type motions. Trunk stabilization strengthening exercises can help create a strong base for more control.

For more tips on golf fitness, look for Seema Pandya at the volunteers desk at our annual golf tournament.

Seema Pandya is the executive director of Catharsis Corporation. She is a licensed physical therapist specializing in orthopedic injuries.



Events

Inaugural Meeting of IFMA Boston's R&D Local Council Network (LCN) Gets Positive Response

BOSTON—"The pharmaceutical community has needed a forum such as this—I am glad IFMA has taken a leadership role in getting us together to share our ideas and questions," said one of the attendees after participating in the inaugural R&D Local Council Network (LCN) Meeting held on February 14, 2002.

Approximately 13 facility managers from various local biotechnology and pharmaceutical companies took advantage of an invitation that was presented to them to gather together with the common goal to network, share approaches to technical facility challenges, and determine future issues that will impact the way these unique facilities are run.

The meeting was hosted by the group's co-chair, Mr. Edward O'Rourke, Director of Business Development of Environmental Health and Engineering (EHE) located in Newton, MA. The "informal" session consisted of a networking period, followed by a brainstorming session regarding objectives for the group. Among the topics discussed were operational strategies, business and manufacturing models, vertical integration, and vendor outsourcing opportunities. Future meetings will include expert presentations on "hot" topics affecting the industry, and site tours of the host facility.

Additional details can be found at the IFMA-Boston web site www.ifmaboston.org.

New Members

- Talman G. Bigelow, **The Torrey Company, Inc.**
- Erik A. Booth, **Creative Office Pavilion**
- Donna Bovi, **Office Resources, Inc.**
- Scott Burt, **SMED International**
- Peter Cholakis, **VFA, Inc.**
- Michael Clancy, **Creative Office Pavilion**
- Christopher Cleary, **C&R/Rizvi, Inc.**
- Tiffany L. Colt, **Wentworth Institute of Technology**
- Eric Corbin, **Archoustics NorthEast LLC**
- Christopher Daniele, **Puritan Flood Restoration**
- Michael Desabris, **KPMG Consulting, Inc.**
- Matthew D. Fournier, **Wentworth Institute of Technology**
- Joe Giacalone, **Arch Painting**
- Christopher Hayden, **Wentworth Institute of Technology**
- Timothy G. Healy, **Wentworth Institute of Technology**
- Nicole E. Hirsch, **Wentworth Institute of Technology**
- Traci Jalbert-Venuti, **FRUI/Floorcraft, Ltd.**
- Nancy E. Kelly, **KCI**
- Sara L. Kosicki, **Shaw Industries, Inc.**
- Jillian L. Lawlor, **Wentworth Institute of Technology**
- David R. Lovato, **Spectra Contract Flooring**
- Lars N. Matsson, **Full Circle Technologies, Inc.**
- Stephen W. McInerney, **Furniture Systems Management, Inc.**
- Susan M. Oles, **Wentworth Institute of Technology**
- Timothy P. O'Neil, **C & A Floorcoverings**
- Alice O'Neill, **Archer Management Services**
- Marcel F. Perella, **WorkRite Ergonomics**
- Michael S. Silver, **Wentworth Institute of Technology**
- Kim Smith, **Seaman Bratko Corp.**
- Virginia Trevino, **RVSI**



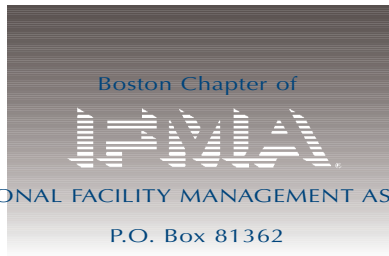
IFMA Student Chapter, Wentworth Institute of Technology; Alicia Dernier, far left; Suzanne Kennedy, far right.



"Green Building" Design Program; panel members, program coordinators, and sponsors.



Program Committee Members (l-r) Kate Thibeault, Tom Smart, and Sean Murphy.



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Check it out! 

By *Laura Wohlford*

Nearly six years ago, the Boston Chapter developed their first web site. Eight months ago, the site was completely revised, creating a more up-dated and comprehensive communications vehicle. The feedback from the users to this new site generated some fine-tuning, making the site more user friendly and organized for both current and potential members. If you have not visited the web site recently, you need to check out the improvements!

President Scott Tibbo, when asked by another chapter as to why the Boston site was so successful, replied that the key is the positive and cooperative working relationship between the Chapter manager (The Association Advantage) and the webmaster (Ric Bayly / Baywaters). They follow the lead of the Chapter Board in keeping the information current and useful, and the site as user friendly as possible.

Having someone to regularly focus on the site is vital. Although Chapter members provide the site content, the Chapter Manager pulls the disparate pieces together and coordinates changes through the web master to maintain a consistent tone and appearance.

The web site provides two major benefits to the Chapter:

1. The web site is a cost effective way to keep members up-to-date with information about activities and announcements. By checking the site frequently, you can become aware of and participate in the activities of the Chapter. All upcoming meetings are listed, as

well as contact information, the mission statement, job openings, Board members, etc.

2. The site is an effective sales tool for prospective members. The Association Advantage (our Chapter Manager) receives requests for information from 12-15 prospective members a week. Information on the site draws in potential members and subsequent follow-up is more direct and personal (phone or face to face contact). More of the "sales" work is completed through the web site, where prospective members can also join on line. This helps reduce postage and duplication expenses for the Chapter.

Specific details about the new enhancements are outlined on the web site. Make it a habit to visit www.ifmaboston.org regularly; it is an easy way to learn more about the Chapter.

Upcoming Events

May 22: Mold – The Asbestos of the 21st Century

June 6: Annual IFMA-Boston Awards Program

June 18: IFMA-Boston Golf Tournament

See www.ifmaboston.org for details