



# Information

Volume 5, Issue 5 May 2006

## Presidents Corner

How can we help? This is a question we hear nearly every day and we probably ask our customers every day. Customer satisfaction is the driving force behind what we do for our clients in business and is the driving force behind your chapter board, committee members and chapter volunteers. We need to keep asking our membership how we can help you so we make being a chapter member worthwhile for you.

So how do we know what you want and whether you are satisfied? One way is through our annual member survey. Each August for the past several years we have surveyed our entire West Michigan Chapter membership on various topics such as the web site, newsletter, educational programs, tours, and other chapter events. The response rate from the members has been in the 30%+ range, which is good, but I hope for over 50% member response some day. We take your answers into the board member annual planning meeting and use it as a basis to look for ways to improve our service levels to you, the members.

One way that we try to improve is through educational programs that target the topics of interest highlighted in the survey. Our Program Committee reviews the list of topics and tries to find speakers who can offer a quality program on a specific topic. I think we are beginning to do a better job of that. How can I tell? Well, the attendance numbers have been over 40 for the last two chapter programs and I have been getting good feedback after the events. It's a good start and we want to keep the momentum going.

Another way is to try new things beyond the basic educational events and tours. This year we are trying something new, the Member Expo on April 19<sup>th</sup>. By the time you read this newsletter the event may have already been completed and I hope was a success. Gauging success will be difficult since it is a first time event, but I have some ideas that I want to confirm. First, I hope we have at least 25 member exhibitors filling the tables at the ATC. Second, I hope we have another 30 members in attendance in the Expo and at the three breakout topics. Third, I hope that all associations we collaborate with (AFE, AIA, BOMA, CSI, IIDA, and USGBC) have some representation in attendance at the Expo. Fourth, I hope we have 100 total attendees throughout the afternoon in the Expo and at the breakouts. Fifth, I hope that some attendees see the benefits of IFMA and our chapter and join after attending. Sixth, and very important, I hope we have increased member satisfaction by both our member exhibitors and member attendees.

Now don't think you have to wait until the August survey to give us feedback on how we are doing. If you have any feedback, suggestions, or just some general comments, please feel free to send a board member an email, give us a call, write us a letter, or just stop by and talk to us at the next event. We want to make sure we are doing the right things for our members. How can we help?



**Jim Corby, CFM CFMJ,  
Chapter President**


## January Meeting with Bisbee Infrared

IFMA – West Michigan's January meeting focusing on Infrared Thermography was a success. Penny Chrzan, President of Bisbee Infrared, presented to an audience of 35 local Facility Professionals, with a well versed presentation focusing on real world examples of how Infrared Thermography works.

Infrared Thermography is an indispensable tool in preventive maintenance and predictive diagnostics. Applicable to many situations, this technology provides data that will improve reliability and prevent catastrophic equipment failure. Infrared Thermography can help you locate anything from missing insulation, loose electrical connections, roof leaks, leaking steam traps and more. Learn how to save energy losses, reduce unscheduled downtime, extend building and equipment life and maximize your maintenance efforts.

Penny ran through how Infrared Technology works, what costs are associated with either purchasing your own infrared cameras, or hiring companies to do that type of service work. Penny reviewed in detail specific uses of this technology which can be applied to many Facility Management Programs including Electrical Preventive Maintenance, as well as roofing and overall building shell preventive maintenance.

If you have any questions or would like to find out more about Infrared Thermography we encourage you to contact Penny Chrzan directly at # 517.787.4620, her office is located in Jackson, MI.



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## Monthly Meetings and More

**May 17 , 3:30-5:00 PM**

Haworth Showroom, Downtown Holland,  
One Haworth Center, 49423.

**Presentation:** by Sandy Crocker, Gender Differences in the Workplace.

**June 21, 3:30-5:00 PM**

Tour of Kent County Waste – to – Energy Plant,  
950 Market Avenue SW, Grand Rapids, 49503

**July 26, Details to be Announced**

Whitecaps Baseball Outing, Fifth Third Stadium.

**August 3, Details to be Announced**

IFMA Fourth Annual Golf Outing, Scott Lake.

Look for the online registration form and sponsorship opportunities coming soon!

## Save the Date!

IFMA World Workplace 2006, October 8-10,  
The San Diego Convention Center, San Diego, CA.

For details and to register go to [www.ifma.org](http://www.ifma.org)

## Show Your Chapter Support

Show your support of the West Michigan Chapter by wearing and using our logo items. We have BicClic pens, lapel pins, gray T-shirts, black polo shirts, deluxe travel mugs, and the chapter baseball caps. The pens are \$1, lapel pins \$2, T-shirts \$5, travel mugs \$5, polos \$20, and the caps are only \$8 (check [www.ifma-wm.org](http://www.ifma-wm.org) under Chapter Chatter for pictures of all the items)

To order your chapter logo items contact Jim Corby at 616.246.9748 or by email at [jcorby@steelcase.com](mailto:jcorby@steelcase.com). He'll need to know the item name, quantity and sizes you would like and will coordinate payment (check or cash) and delivery.



## Herman Miller – February Meeting

Space planning trends was the topic of our February meeting hosted by Herman Miller at their main facility in Zeeland. Connie Garman a Corporate Workplace Strategist for Herman Miller enlightened our group with an overview of new trends in planning spaces. The focus of the topics discussed were Creating Great Places that are Human, Spirited and Purposeful, Design Values and Truth in Design – how the Herman Miller legacy guides our environments. We also got a glimpse of the new high-performance workstation.

Especially of interest was the new style of offices that transition between individual, collaborative group and community use - many of our organizations have tried to make the transition to more collaborative ways of working, but why is this transition so painful? Research suggests that the shift requires fundamental changes that many organizations may not be ready to acknowledge or equipped to accommodate. Collaborative teams can not simply be plugged into an existing organizational framework. Encouraging the types of interactions and conversations that can lead to the creation of “new meanings” requires more than location team members in the same general vicinity or hooking them all up to the local area network. By itself the design of the physical workplace cannot bring about the basic transformation required for an organization to embrace and reap the benefits of collaborative ways of working. But, facilities design can create significant barriers to

the type of activities that true collaboration requires or in combination with an organizational culture and structure that values and actively pursues collaborative effort, the environment can be used to create settings that encourage and support the behaviors and relationships that create new meanings.

*Excerpt from “Making Teamwork Work”, Herman Miller Inc.*

For more information on current trends in the workplace go to: [www.hermanmiller.com](http://www.hermanmiller.com)



## First Annual IFMA EXPO

Our first annual expo was held the afternoon of April 19<sup>th</sup> from 3:00 – 6:00 p.m. at the Grand Rapids Community College, ATC Building. The vendor booths provided diversity in products and services offered by our Associate members and the expo was an opportunity to show off what we do to our fellow membership and our peer organizations.

Our breakout sessions were very interesting and a big thank you to our speakers for their commitment to IFMA West Michigan: Bruce Burgess, Wolverine Construction; Dave Kwolek, JCI; Wayne Veneklasen PhD CFM, Facility Solutions. Considering it was our first ever expo (and not to mention a beautiful sunny afternoon in Grand Rapids) we were pleased with the overall attendee turnout. The hor'dourves and cash bar were two popular stops at the vendor area. The Student Table spread the news about the Ferris State University Facilities Management Degree Program right here in West Michigan. Our own IFMA West Michigan Chapter table provided answers and information on IFMA related topics and was a popular stop for attendees to chat with our board members.

We would like to extend a special thank you to our exhibitors for taking time out of their busy schedules to attend our first annual expo; we hope you enjoyed showing off your services and products.

**See you next year!**

- A-1 Building Services
- Interphase
- Milliken Carpet
- Triangle Associates
- Fishbeck, Thompson, Carr & Huber, Inc.
- United States Green Building Council
- Parkway Electric
- Johnson Controls
- Duro-Last Roofing
- Wolverine Group
- Custer Workplace Interiors
- Over the Top Sealcoating
- Century FloorSpace
- Prudential CRES
- Signs Now
- Quality Air Inc
- Progressive Building Services
- Nichols
- Technical Energy Solutions
- IFMA-WM
- Hurst Mechanical
- Feyen-Zylstra LLC
- StructureTec
- United Commercial Services
- Enviro-clean
- Ferris Students
- Falcon Waterfree Tech

## IFMA Awards of Excellence 2006 Call for Entries !!

**Deadline: June 2, 2006**

[www.ifma.org/aoe](http://www.ifma.org/aoe)

Please consider a nominee for the national award categories listed below and contact Jim Corby [jcorby@steelcase.com](mailto:jcorby@steelcase.com) with your recommendation.

*Honoring facility professionals, Associate members, educators, chapters and councils whose vision and accomplishments are extraordinary.*

### Why Enter?

The Awards program raises awareness of professional accomplishments made by IFMA members. Nominees and winners alike are recognized for their outstanding contributions to the FM profession. Advancing the facility management profession is the common thread that binds the Awards participants together. By taking the time to coordinate and submit an entry, you exhibit your commitment to the profession, the Association and to yourself. The opportunity to achieve distinction is within your reach. All you have to do is take advantage of it.

### Categories

There are 14 categories in which members may submit entries. Award definitions and selection criteria may be found on IFMA's Web site at [www.ifma.org/aoe](http://www.ifma.org/aoe).

- Associate Member Award
- Distinguished Author Awards  
(article or research paper; book; and/or instructional materials)
- Distinguished Member Award
- Educator Award
- The George Graves Award for Facility Management Achievement
- The Sheila Sheridan Award for Sustainable Design and Energy Efficient Projects
- Chapter Award for Excellence in Membership Marketing
- Chapter Award for Excellence in Newsletter Publishing
- Chapter Award for Excellence in Professional Development
- Chapter Award for Excellence in Web Communication
- Chapter of the Year Award
- Council Achievement Award
- Council of the Year Award
- Student Chapter of the Year Award





## Welcome New Chapter Members

*We thank you for joining us and look forward to your involvement and participation in the IFMA West Michigan Chapter.*

- Brian D. Bascom, Velocity Partners, Inc.
- Leonard J. Beck, Progressive Building Services
- Melvin DeVries, Century Floor Space
- Greg S. Doerr, Hurst Industries
- Charles A. Dubridge, Kent County
- Jason K. Hoek, Over the Top Seal Coating LLC
- Kurt R. Mongeau, Modernistic Cleaning & Restoration
- Marcie E. Palmer, Nichols
- Pete Price, Light Corporation
- Jaime A. Rueffer, Alticor
- Douglas H. Stout, Hope Network
- Sharon Sutter, WorkSquared
- Doug L. Zylinski, Atek Medical Manufacturing

## March 15<sup>th</sup> Annual Awards Banquet

This years banquet was held at the new Celebration Cinema South ; we gathered early evening for appetizers, drinks, and a buffet dinner on the mezzanine overlooking the bustling theatre lobby . At the end of the evening our group was invited on a “back room” tour of the latest in theatre facility technology. We also had our own movie to preview – The Beginning of IFMA in West Michigan”. Jim Corby, our chapter president was the MC of the evening, he had the honor of announcing this years chapter award and student scholarship winners. And the winners are...

### Associate Member of the Year



**Matt Larsen,**  
Wolverine Building Group;

### Eveready Award



**Marilyn Gould,**  
Curves;

### Professional Member of the Year



**Steve Horner,**  
Heart of West Michigan,  
United Way

### The Kathy Pruden Memorial Student Scholarship



**Natasha Jurakhan**  
Ferris State University  
for her commitment as an outstanding  
student enrolled full-time in the Facilities  
Management Program.

**Congratulations to Everyone!**

## A Warm Welcome

A Warm Welcome to Our New Chapter Liaison - Marie A. Garza. Marie is anxious to get going in her new position and would be glad to assist with your questions and provide general information about the IFMA organization.

Marie A. Garza, Chapter Liaison  
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Ste. 1100  
Houston, TX 77046  
1-713-623-4362 x162  
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## Urgent!!

## Volunteers Needed for the Program Committee

*Please contact Rick VandeKerkhoff to participate in  
planning the upcoming IFMA events.*

### *Our Chapter Mission:*

*The West Michigan Chapter of the International Facility Management Association (IFMA) is a professional association to promote the advancement of the facilities management profession at the local level by providing opportunities for education and creating an environment that encourages its members to share knowledge and experiences.*

**We're on the web! [www.ifma-wm.org](http://www.ifma-wm.org)**