



# INFORMATION

## President's Corner

Welcome to the Summer/Autumn edition of your IFMA West Michigan newsletter. First, I would like to thank the members for allowing me the privilege to serve as Chapter President. I am excited to represent you well. I know the task for me will be easier with the help from our other dedicated chapter board members and our volunteers that serve on our committees. Thank you all for working so hard to continue to improve and grow our chapter.

Over the summer/autumn, we have had some terrific programs and outings. I want to thank Wolverine Construction for once again providing their suite for the Whitecaps ballgame in July. The game is always a great social time, and Wolverine's donation of their suite and tickets helps our chapter to be able to offer tickets at a substantially discounted price.

August brought a tremendously successful golf outing. Thanks to Emily Burns and her golf committee for running the outing so smoothly, allowing everyone to relax and enjoy. With their success, we were able to not only fulfill our commitments to the Jim Hickey and Kathy Pruden scholarships, but we were also able to help out the efforts of the Guiding Light Mission with a donation.

The Program Committee has lined up some great meetings for the autumn and winter months. Please visit our chapter website (<http://ifma-wm.org/>) for dates and details.

I look forward to serving as your chapter President and I know you will join me in supporting our growth and success as a chapter.



Kathy Wischmeyer

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## Our Chapter Mission

The West Michigan Chapter of the International Facility Management Association (IFMA) is a professional organization that promotes 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.

## Monthly Meetings

### October 2009

#### Energy Conservation Program

When: Wednesday, October 21, 2009

Where: Macatawa Bank Corp Center

Overview: Bob Mihos will lead the discussion on Energy Efficiency and the Holland BPW Energy Smart Program. Bob is the Conservation Programs Manager with the Holland Board of Public Works. He started in this newly created position in January 2009. Bob's focus at the BPW is the strategic leadership, design, development and implementation of the utilities energy conservation and efficiency programs with BPW customers and the local community, in addition to developing similar plans at BPW and City of Holland facilities.

### November 2009

#### Relocations and Rental Options

When: Wednesday, November 18, 2009

Where: Cort (4485 Canal Ave.)

Overview: Cort will be discussing commercial furniture rental and its many applications in business, as well as discussing brands they carry. They will also present is their rental relocation program and how they can assist with individuals coming into your company and leaving to other states.

### December 2009

#### Annual Toys for Tots Luncheon

When: Friday, December 4, 2009

Where: McFadden's (58 Ionia SW Grand Rapids MI)

Overview: Join us for our annual Toys For Tots luncheon. Cost for the event is one toy valued at \$10 or more. All of the toys collected will be turned over to the Toys for Tots organization in Grand Rapids.

## Dollar for Chapter Charity

We have a Dollar for Chapter Charity contribution and here's how it works: during our membership meetings and other IFMA sponsored events, our members can be fined \$1 for an incident. The incidents range from ringing cell phones, answering your cell phone during our meetings and arriving to a meeting late. All money is matched by the chapter and goes to Habitat for Humanity. We are keeping it light-hearted and it is a positive way for us all to contribute to those less fortunate on an ongoing basis.

# MEMBERS CORNER

IFMA's World Workplace 2009 Conference & Expo

The **you**niversal  
Facility Management Experience



## WORLD WORKPLACE RECAP

By Emily Burns

IFMA's World Workplace is hosted annually by the International Facility Management Association (IFMA), the largest and most widely recognized professional association for facility management.

This was my first time attending World Workplace, and it was a fantastic experience. The conference was in Orlando and although it was *HOT*, it was a great location since the Orange County Convention Center was able to accommodate the thousands of attendees. I met dozens of fellow IFMA members, and gained valuable information and insight during exhibits and seminars. I particularly enjoyed the Awards of Excellence dinner, where I sat with the Los Angeles chapter and a facility manager of the Smithsonian Institute.

The conference draws attendees from all over the world and from a variety of workplace-related industries, including technology, engineering, architecture, design, security, real estate and facility management. The largest group that attended (per capita) this year was Nigeria.

IFMA's World Workplace has earned its reputation as the premier conference and exposition for those concerned with the work environment. Its enduring success is based on IFMA's standing as the ultimate resource for the facility management profession.

Next year's World Workplace is in Atlanta, GA (October 27 – 29, 2010). See you there!

## Welcome New Members!

**Connie L. Garman**  
Herman Miller Inc.

**William Hickey**  
MPI Research

**Janine E. Oberstadt**  
Enervation Energy LLC

**Christina L. Kunde**

**Hal Grossman**  
Nichols

**Stephen D. Huyck**  
United Solar Ovonic Corporation

**Daniela A. Pocklington**  
Dyson Inc.

# MONTHLY MEETINGS

## June Meeting

### Green Cleaning Products and Processes presented by Great Lakes Cleaning

Marie Zeman and Kevin Hargis of Great Lakes Cleaning were the presenters for Great Lakes Cleaning. The janitorial service isn't always looked at as a key player in our facilities, but Kevin and Marie were able to show us a few eye-openers that prove otherwise.

They discussed Green Cleaning, defined as 'Cleaning to safeguard human health without harming the environment'. Green Cleaning is most important for the health of the occupants in the facilities, and the myth that Green Cleaning costs more is not true. A good way to audit your facility is to start by checking your janitor closets. Review the chemicals, the equipment, the organization and tracking systems in the janitor closets, and that can tell you how your building is being cleaned.

Marie covered a brief version of the case study on Cascade Engineering's LEED-EB Platinum site in Grand Rapids. Marie pointed out how many points your janitorial service can contribute in your LEED certification process and how important it is to involve them, as well as all vendors/suppliers. She went through some creative suggestions on ways to become greener and save money at the same time. One highlight of this was water conservation and how Cascade Engineering was able to utilize native landscaping and virtually stop using an irrigation system in those areas, which brought substantial water savings.

Marie Zeman is a LEED-AP with 18 years of facility management service and can be reached at (616) 443-0444. Kevin Hargis, RBSM (Registered Building Service Manager) recently branched out with Eco Advantage, his consulting company on green and LEED and can be reached at (269) 849-6236. Both Marie and Kevin would be happy to answer any questions, or if you missed their presentation, share information with you through Great Lakes Cleaning to help you with your facility management.

## July Meeting

### Annual West Michigan Whitecaps Baseball Game

Once again, we had great weather for the annual Whitecaps outing. A special thank you to Matt Larsen and Wolverine Construction for donating the use of their suite for our chapter event!

The same night of our outing, Adam Richman of "Man vs. Food" was at the park and ate the Fifth Third burger. For more pictures go to [http://www.travelchannel.com/TV\\_Shows/Man\\_v\\_Food/Baseball\\_Slideshow\\_10!](http://www.travelchannel.com/TV_Shows/Man_v_Food/Baseball_Slideshow_10!)

This annual meeting is always fun filled and we hope to see you next year!





# MONTHLY MEETINGS CONTINUED...

## August Meeting

### 7th Annual IFMA West Michigan Jim Hickey Memorial Golf Classic

In August we had a perfect day for golf; Sunny with a light breeze. It could not have been better!

Recent times have not been easy on many West Michigan businesses, so having 75 golfers was more than we expected. This outing allows your IFMA West Michigan chapter to present scholarships to worthy students in the Facility Management program at Ferris State University - promoting the growth and professionalism of facility management.

Thank you to our Platinum, Gold, and Silver sponsors. Your generous monetary donations, outing signage sponsorships, and silent auction items made the event a success. Thank you to our 2009 title sponsor Haworth/Interphase. We couldn't have done it without their generosity and support.

The total amount raised from the outing was \$7,627! It was spent as follows:

- Kathy Pruden - \$1,500
- Jim Hickey Scholarship - \$3,500
- Guiding Light Mission - \$750
- Jim Hickey Endowment - \$1,377
- Ferris students travel to World Work Place \$500



Visit our chapter website "Events" section for all of the golf outing photos: [www.ifma-wm.org](http://www.ifma-wm.org)



"The reason the pro tells you to keep your head down is so you don't see him laughing."  
*Phyllis Diller*

# INSIDE IFMA

## Featured Article - Who Pays For Green?

By GreenerBuildings Staff

Published September 24, 2009

Global commercial real estate services firm CB Richard Ellis examines the economics of sustainable buildings in its recent white paper about who shoulders the costs for greening commercial real estate.

Key findings include:

- The sustainability agenda will continue to grow in importance in the real estate sector, and will increasingly affect the behavior and decision-making of occupiers, investors and developers.
- While there is currently no single accepted definition or measure of what constitutes a green building, the tools that exist for assessing the environmental credentials of a building are becoming more widely used and accepted.
- Such evidence as there is indicates the excess cost of developing a green building, relative to that for a conventional one, ranges between around 2 percent to 7 percent depending on the level of accreditation sought. Even the ambition of producing a zero-carbon development – which is more demanding than even the highest levels of BREEAM or LEED accreditation – would potentially add less than 15 percent to development costs.
- There are still a number of unresolved issues in assessing the scale and source of payback for incurring these additional costs, particularly in terms of investment value and pricing. However, evidence on rental transactions indicates that green buildings achieve a rental premium similar in proportion to the scale of additional development costs for mid-range levels of certification.

## Wayne's World

In a new series of short articles, we will be presenting some practice information that can give you a feel for what the CFM exam is like. These are not actual questions but are examples of the skill areas you need to know. This newsletter's core competency is OPERATIONS AND MAINTENANCE:

Example 1:

What are the differences between Operations and Maintenance?

Operations is the work required to keep the facility functioning for its intended purpose.

Maintenance is the work that is necessary to maintain the original useful life of a fixed asset including inspection, adjustment, parts replacement, minor repairs and whatever else is required to prevent unscheduled downtime.

Example 2:

What are the two major components of maintenance?

Preventive Maintenance which includes planned actions which are undertaken to retain an item at a specific level of performance.

Corrective Maintenance which is performed because of equipment or system failure..... sometimes called breakdown maintenance.

If you have any questions regarding the CFM exam, please contact Wayne Veneklasen at [wvenekla@comcast.net](mailto:wvenekla@comcast.net).



# FOCUS

## Workspace Designing Across Generations

By Tom Manikowski

Today's workplaces are comprised of 12% of Generation Y (1980-2000), 34% of Generation X (1965 – 1979), 44% of Baby Boomers (1946 – 1964) and 10% of Traditionalists (before 1946). Of course, people of multiple generations have always worked together. But unlike past generations—such as the farming families of the Dark Ages, the current workforce's older and younger members' life experiences and worldviews have little in common. This has raised the question of whether Gen-Y workers need different workspaces than their older colleagues.

A “myth of multi-tasking” has grown up around Generation Y, suggesting that they process information differently than older workers, and don't need privacy because they can ignore distractions within more open office environments. This has been used as an excuse to put more people in less space to reduce overhead. Younger workers monitor more information sources than older workers; however, their proficiency with complex tasks while paying attention to several things at once has probably not improved. You can learn to ignore meaningless stimuli such as background noise in a café, but you cannot ignore stimuli in the form of your native language. It is an automatic reaction and, by definition, distracting.

Research shows that Baby Boomers feel their hard work should be rewarded with amenities such as enhanced workplaces and onsite fitness facilities. They are the last generation to remember when floor-to-ceiling walls and true doors were standard, and those offices are the benchmark against which they compare current workspaces. Gen-Xers, on the other hand, treasure their off-duty lives. They work well in spaces designed to be efficient and welcome attributes that maintain their work-life balance. Finally, Gen-Y workers tend to be ambitious, technologically sophisticated, and more apt to work in groups. And although Generation Y has a reputation for being the age group most familiar with technology, new and useful technologies quickly spread through the entire working population. In the end, knowledge workers from all generations need approximately the same physical design conditions and a variety of spaces to support concentrative as well as collaborative work.

For the reference information on which this article was written or a more detailed explanation of Generations in the Workspace, feel free to contact Tom Manikowski at 616-560-5076.



Tom Manikowski



## Featured Education Spotlight

### Master of Science in Facility Management

The physical assets of an organization are typically one of its largest financial holdings, and the strategic planning, development, and maintenance of these assets are critical to an organization's financial health and stability.

Facility managers need to be knowledgeable about business management, strategic planning, interior and architectural design, construction management, information technology, real estate, engineering, labor relations, and quality of life aspects in the work environment. It's a broad-based field that requires individuals to have breadth and depth in their education and, eventually, their work experience.

The facility management program prepares graduates to work in a management capacity where they will oversee the operations, planning, and maintenance of facilities. Graduates will be able to intelligently communicate facility issues with corporate officers, customers, contractors, vendors, and employees.

RIT's master of science degree in facility management was developed by a panel of experienced facility management professionals and designed to provide students with a solid foundation in both the technical and managerial aspects of the field. The curriculum was developed using educational standards established by the International Facility Management Association.

### Distance learning

The program can be completed on campus or through distance learning in 20 months by full-time students, or in two years of part-time study if a student elects to work full time. Students can tailor an individual program of study by complementing core courses with professional electives that match their academic and career interest.

For more information go to [http://www.rit.edu/programs/grad/colleges/cast/fac\\_man.html](http://www.rit.edu/programs/grad/colleges/cast/fac_man.html)

## Cross-Networking Event

**Green Drinks!** Every month, people who work in the environmental field meet up at informal sessions known as Green Drinks. We have a lively mixture of people from NGOs, academia, government and business.

It's a great way of catching up with people you know and for making new contacts. Everyone invites someone else along, so there's always a different crowd, making Green Drinks an organic, self-organizing network.

These events are very simple and unstructured, and many people have found employment, made friends, developed new ideas, done deals, and had moments of serendipity.

Green Drinks meets the third Thursday of every month at different locations. To learn more go to <http://www.greendrinksgo.org/>





# CAREER

IFMA's Online Career Center offers you a convenient way to search for jobs or employees for free. It targets FMs and FM opportunities for job seekers, as well as employers and recruiters. Check out the online career center at [http://jobnet.ifma.org/home/index.cfm?site\\_id=208](http://jobnet.ifma.org/home/index.cfm?site_id=208)

Post an Anonymous Resume

Post your anonymous resume for free and let employers submit opportunities to you.

Products/Pricing

No matter what your staffing needs or budget, we have a recruitment product for you.

View Jobs

View the newest/freshest jobs available for Professionals seeking employment.

View the Resumes

View the resumes, and only pay for the ones that interest you.

Personal Job Alert

Create a Job Alert and new jobs that match your search will be emailed to you.

Create Employer Account

Your Employer account will let you manage your job postings, store candidates, contact candidates, and more.

Create Job Seeker Account

Your Job Seeker account will let you store job openings, resumes, cover letters, and more.

Post a Job

Reach the most qualified candidates by posting your opening with our Online Career Center.

## About the Editor

Emily Burns is the manager of Facility Planning and Services at Priority Health in Grand Rapids, Michigan. She oversees space and capacity planning, vendor services, employee moves, the facility liaisons program, and safety at work for the six Priority Health sites, as well as overseeing the Distribution Services Center. Emily has been with Priority Health for 5 years and is a 1997 graduate of Indiana Wesleyan University.



Emily is on the IFMA West Michigan executive board of directors as Vice President of Public Relations. She lives in Grand Rapids and enjoys spending time with her family and friends, hanging out with her rescue dogs and traveling.

Do you have comments, questions or suggestions regarding the IFMA newsletter? Please contact Emily at [emily.burns@priorityhealth.com](mailto:emily.burns@priorityhealth.com)



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