Presidents Corner—What a busy fall we have had!

Fall kicked off with World WorkPlace held in New Orleans; overall it was a good conference, and most importantly, seeing this ravaged city first-hand was a reminder of how much more work is required to restore this historic gem. Our chapter was fortunate this year to be honored with two awards - the Small Chapter of the Year and the Newsletter of the Year awards. Thanks go to Jim Corby and to Janice Kitchen for all of their hard work. Kathy Wischmeyer also received an individual honor from her company and had the privilege of addressing the Awards dinner attendees. I am very proud to see our chapter show so well within the IFMA Association. One of the great things about going to World WorkPlace is that there are so many opportunities to learn and to network with other professionals from around the country, as well as around the world.

This fall also brought us a celebration of our 20th anniversary in November. It was a privilege to have the company of Linda Beverly, Vice President, Administration from IFMA Corporate who was able to join us from Texas for our celebratory evening. We gathered at the BOB restaurant, downtown Grand Rapids. It was through Linda’s leadership role and dedication during our chapter’s initial strategic planning session that gave our chapter the roadmap to our successes.

In December we held our Toys For Tots luncheon in Eastown at the Mangiamo! restaurant where we had the pleasure of hearing Tim O’Conner speak to us about the Toys for Tots program and its challenges. A big thank you to everyone who attended our holiday lunch and for their generous toy donations to this well-deserved organization.

Please keep our webmaster Dave Kuiper apprised of any job openings that you hear of so we can post them on our website and send out a listserv notice. We always have members looking for new opportunities.

Best wishes to all for a Happy and Healthy 2008!

K.C. Mitchell, CFM

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Mangiamo! in Eastown, Grand Rapids, was the venue for our snowy December holiday lunch meeting – our lunch was held in the library in this traditional Italian manor - a beautiful and cozy room with mahogany wood wainscoting, oversized windows, and coffered ceilings. The room was decorated with traditional Christmas décor which made for a festive lunch venue.

There was a turnout of 39 members and guests, which I am happy to say surpasses last year’s attendance. We also raised sixty five dollars in “fines” for our Dollar for Chapter Charity cause (thanks to those ringing cell phones and your extra cash donations in the spirit of the holidays).

A big thank you to everyone for bringing a toy - and an extra thank you to those who went above and beyond our suggested donation and brought several toys – making a child smile on Christmas day. The corner of the library was overflowing with toys! In turn, each person received a free delicious Italian lunch, with a choice of three entrees to select from.

This holiday meeting always seems to be an appropriate way to wind down another year - a relaxing and casual lunch with ample time to catch up with other members. Tim O’Connor was again our featured guest representing the Toys organization; Tim gives us an annual overview of what the organization is doing and its challenges each year - the big picture. The unfortunate news this year was the toy giving was substantially down. The good news is in addition to all of the toys we gathered within our chapter we also assembled volunteers from our chapter to work at the toys for tots local distribution center. This was our first year of volunteering with the hands-on work of organizing and packing up the toys for distribution. We had a turnout of nine volunteers on a Saturday afternoon, thank you to all who volunteered and brought your friends and families. Please consider setting aside time this holiday season to give a hand in helping our Toys for Tots effort – this has become one of our feature annual volunteer events.

www.toysfortots.org

Contributing photographer: Ken Meines
World WorkPlace 2007 Recap

World WorkPlace 2007 was held in New Orleans, Louisiana, at the Ernest M. Morial Convention Center on Wednesday, October 24, through Friday, October 26. This was the second time I have attended a WWP in New Orleans, the first being in 2000. That was a very memorable event for me since I was in the group of FMs who took the last written CFM exam...and I passed on my first attempt.

IFMA decided to change the format of WWP this year and moved the event from a Sunday through Tuesday to a Wednesday through Friday. This change in days was based upon attendee feedback and was a big risk since WWP is the largest fundraising event IFMA does each year. Well, as far as attendance goes, 2007 was the highest attended WWP since the last time it was held in New Orleans. In my mind, changing the dates was a good move and should help attendance in the future.

With the change in days, IFMA also decided to make a few minor changes in the event format. The first day of WWP was really on Tuesday. On that day the IFMA Foundation hosts two fund-raisers, the Jim Underwood Memorial Golf Outing in the morning and the Foundation Gala in the evening. Sandwiched in between that is the IFMA Annual Meeting and the House of Delegates meeting. Each chapter and council is allowed to send delegates to attend who are allowed to vote on any IFMA business issues or motions. Based upon the size of the West Michigan Chapter, we are allowed 2 delegates. Traditionally we send our President and Past President to represent the chapter. This year KC Mitchell and I were the voting representatives as well as Treasurer Dave Kuiper who represented the IT Council. Nothing to vote on this year for the first time I remember. The change to format started on Tuesday. In the past, the Foundation held their scholarship presentation and reception. This year this part of the event was moved to Thursday evening and I will talk about that later.

Wednesday is the formal start of the conference and this year’s WWP theme was “Well Known, Well Balanced, Well Worth it.” Registration starts in the morning followed by the keynote address, the grand opening of the exhibit hall, and the opening reception. As usual I missed the keynote since I had to prep the Steelcase exhibit booth, but I heard that William Taylor’s presentation entitled “Nobody is as Smart as Everybody” was very entertaining. The exhibit hall had a bigger focus on “green” this year. IFMA expanded the floor area for the Green Zone exhibitors. The Green Zone “features environmentally friendly, energy-efficient products, green solutions and technologies.” I noticed the exhibit hall traffic was up this year and the number of exhibitors too. The opening reception was held at the New Orleans Art Museum that evening. Good food, good music, and a few interesting entertainers and art exhibits.
Thursday was the start of the educational sessions and more time in the exhibit area. I attended a few, and one of the more interesting sessions I attended was entitled "Strategic Relationship Management." This session focused on the customer/supplier relationship and how to manage the entire life cycle. Very relevant for me and my furniture services outsourcing group at Steelcase.

That evening the IFMA Foundation hosted their Scholarship Presentation and Student Reception. This year our chapter presented the 2nd annual Jim Hickey Memorial Scholarship of $1,500 to a student who recently graduated from Michigan State University, Ashley Miller.

Friday was the last day of educational sessions and the exhibit space. That evening was the Awards of Excellence and banquet, a BIG day for our chapter. Not only was this the 20th Anniversary for our Chapter, but we won two IFMA awards, Newsletter of the Year and Chapter of the Year. KC Mitchell was our representative to receive the Newsletter of the Year award and I was our representative to receive the Chapter of the Year award. I was very proud of the chapter and its accomplishments that evening and felt a huge sense of accomplishment since it took us 5 years of planning and hard work to get to this point. What made this event even more special was having our very own Kathy Wischmeyer, VP of Programs, representing Milliken as a co-emcee during the awards ceremony. Kathy won the Milliken - Impact Player of the Year Award. In addition, it’s not very often that you will see both KC and me in our tuxes on the same night.

All in all I felt this was one of the better IFMA events I have been to. Our chapter had 17 members attend, including 6 of our 8 board members. Marilyn Gould won FREE airfare, registration, and hotel from IFMA. On a lighter note, ask Steve Horner why he is never flying United again since I don’t want to get any of his story wrong.

Our very own Dave Kuiper is on the 2008 and 2009 IFMA Program Committee that is reviewing and selecting the educational sessions. Next year World Work Place will be in Dallas and it should be another great conference. I hope to be there and see more of our chapter members there too. Maybe we will win another award.

Contributing Writer - Jim Corby, Chapter Past President
Contributing Photographer, Dave Kuiper, Chapter Treasurer
Security Trends—Biometric Authentication

By: Jennifer Hayes, Major Account Executive - Security Corporation; Chairperson for Western Michigan Chapter of American Society for Industrial Security

We all know that technology is developing at a staggering speed and that concepts formerly the domain of science fiction have been successfully deployed not only for government use, but commercialized for consumer use. Onstar and Google Earth are just two examples of how readily available these solutions have become in the marketplace. Remember when a refrigerator with an integrated, interactive display for grocery lists or television was what you saw on “The Jetsons” instead of at Sears? Biometric authentication is another of these technologies that was once reserved for government or elite commercial applications but is rapidly becoming more commonplace.

The word biometric comes from the Greek words bio and metric meaning “life measurement." Biometric authentication simply means utilizing a unique individual physical characteristic to positively identify someone. Examples of commercially available biometric authentication devices include scanners for fingerprints, hands, faces, retinas, and most recently, vascular scanners which read the unique vein pattern below the skin on a hand.

Use of this level of security is being driven somewhat by the convergence of Physical Security (access to brick and mortar facilities) with Logical Security (access to local or wide area computer networks). We have discovered that those with unauthorized electronic access to an organization’s computer network can do as much damage as someone physically at a site. Therefore, whether someone is entering a physical door at a corporate location in person, or tunneling through a firewall into your critical information systems electronically, verifying who they are prior to granting access is crucial in protecting your assets.

Ideally, biometric authentication is deployed in conjunction with other means of identification, providing a layered effect that reduces the possibility of fraudulent access being granted. The layered protocol might include intellectual knowledge (password) with a physical item (access card/key) together with the biometric component (fingerprint). Often, the number or type of authentication methods vary even within a single site based on the access being requested. Many companies using standard card readers at employee entrances have a card reader with a PIN pad at server room doors and a password for network workstation sign-on.

President Bush weighed in on this topic when he issued a Presidential Directive for Homeland Security (HSPD12) that mandates a single, secure credential or identification card for government use. The language in the initiative indicates the secure, reliable identification is meant to not only reduce the potential for terrorism, but also to protect personal privacy and reduce identity fraud. The identification, unsurprisingly, requires a biometric component.

Although the future applications of biometric authentication are undetermined, the technology is here to stay and, despite Civil Liberty concerns, will likely be unavoidable.

Jennifer.hayes@securitycorp.com
www.securitycorp.com
November Member Meeting – Our Chapter’s 20th Anniversary

It is hard to believe twenty years have passed since our inception – just ask our Sergeant at Arms, Wayne Veneklasen, as to the trials and tribulations of making it through twenty years. He can recall the earliest years, and many good chapter stories, hence his white hair and his smile!

The BOB restaurant in downtown Grand Rapids was the perfect location for our celebration, the appetizers and beverages were first class and we all seemed to be in a pre-holiday high-spirit, all 46 of us that came-out for the party; what a great turn-out for this event.

Our special guest of honor was Linda Beverly, CAE, Vice President of Administration, IFMA, National Headquarters. We were very honored to have Linda here in West Michigan, coming all the way from Houston for our anniversary event. Linda is no stranger to our chapter, she spoke about her relationship with our membership – having watched us grow up and blossom; and for her guidance we are most appreciative. Linda has worked closely with us, starting many years back, first by working side by side with the board members at that time (Wayne, I bet, will be able to recall all of the board member names at that time) in developing our initial mission and road map for growing our chapter. Her time and energy has paid off – we have blossomed and have witnessed membership growth, we have evolved into a multi-award winning chapter. But, we are not resting on our laurels – our ongoing goal is to keep evolving and learning how to better support and serve our members and the IFMA organization – so watch out when we turn 50 years old!
Each summer students who have completed their junior year in the Facility Management program at Ferris State University gain practical experience in their chosen profession through the summer internship program. Ten week internships are required of all students prior to graduation. Generally the internships are paid, with salaries ranging from $8–near $20 per hour, with most in the $10-$14 range. Students help fill in for vacationing employees, help FM departments get caught up by updating databases, helping with work orders, doing research, and putting information together, even managing small projects. Students have completed internships at Frederik Meijer Gardens, Spectrum-Health, Priority Health, Van Andel Institute, John Ball Zoo, Kent Intermediate School District, Gordon Foods, Alcoa, Kent County, Grand Traverse Resort, Collier County Florida, JFK Airport, and various other sites in the US and Canada.

This year 28 students are seeking internships. Many are Grand Rapids residents and transferred to Ferris after completing two years at GRCC.

If you are interested in hosting an intern or have questions, please contact me as soon as possible. Thank you for your consideration!

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Dollar for Chapter Charity

As you might already know (or have experienced first hand!), we have started a Dollar for Chapter Charity; here’s how it works - during our membership meetings and other IFMA sponsored events our members can be fined a total of $1 for an incident. The incidents range from distractions of ringing cell phones or answering your cell phone during our meetings; if you come to a meeting late - beware, our Sergeant of Arms, Wayne Veneklasen, will be tracking you down for your dollar bill! We are keeping it light-hearted, we hope it is a positive way for us all to contribute to those less fortunate on an ongoing basis.
October Meeting at Haworth’s New Sustainable Facility
– One Haworth Center - Living Adaptable Workspace

We had 39 members turn out for our October meeting and “under construction hardhat” tour at the stunning new Haworth corporate headquarters building in Holland; slated for late spring 2008 opening. The project is registered for LEED®-NC Gold certification by the U.S. Green Buildings Council.

Thank you to Chris Nienhuis, Haworth Sr. Business Development Manager and IFMA member, for arranging our visit. Our meeting began with an informative project overview by Ken Brandsen, Haworth Facility Manager, and Mitch Boucher, Project Manager, who also gave us our guided tour.

It was a treat to be able to tour the building during construction and see first hand the details of the building and its systems. Mitch provided many details about the building as we walked each space, he pointed out that even the main toilet rooms are on raised flooring to accommodate plumbing needs more efficiently.

The fully renovated environment will function as a living laboratory of innovative workspace solutions. Haworth adaptable workspace solutions are used throughout, including access flooring, moveable walls, and modular and freestanding furniture. Because adaptability and integration are designed in, each component can be configured and reconfigured without disrupting the aesthetic intent of the design. You are first greeted by the sun-filled atrium as you enter the space, with a monolithic glass curtain wall spanning two stories. As we toured the building we had glimpses of the sedum plantings on the sloped green roof; we also viewed first hand the construction details of the raised floor air system - they were installing the floor system while we toured the space.

A three-month phased move-in began for Haworth members this past December, with the official grand opening slated for May. We sure hope to be invited back to tour the completed building and to observe how it is functioning day to day.

The new One Haworth Center is a study in sustainability. Here are some of the sustainability highlights:

• Over 99% of building materials collected during demolition are being recycled
• Energy use will remain at pre-renovation levels, even though the new building is 20% larger
• Over 750 workspaces have access to daylight and most even have views
• The dramatic new facade will feature a sun-filled atrium and a green vegetated roof that gently slopes down to blend with the surrounding environment
• The three-story, ebony oak entry wall is made of wood recovered from the U.S. and Canadian waterways
• The green roof is planted in sedum, a flowering groundcover used to prevent rain water run off

www.haworth.com
The Business of FM

Tuesday, March 11 - Friday, March 14, 2008 - 8:00 am - 5:00 pm

Description: Spend four days immersed in the principles, characteristics, theories, and concepts that make up the business of FM. This course will include an introduction to FM, as well an overview of managing, advancing, and evaluating the business of FM.


Location: Jones Lang LaSalle, One Post Office Square, Boston MA
Costs: Boston Chapter Members $595; IFMA Members $995; Non-Members $1195

IFMA Industries Forum 2008

April 30-May 2, 2008
Hyatt Regency Tech Center Hotel
Denver, Colo., USA

For information and to register online:
www.ifma.org/events/if

IFMA continuously strives to provide its members with opportunities to interact, share information and best practices, and build business relationships with industry colleagues. Last year marked IFMA’s first-ever Industries Forum, an event geared toward IFMA council members and the issues and concerns specific to their varied areas of facility management.

This year the event will be held April 30-May 2 of 2008, the second annual IFMA Industries Forum will concentrate on topics relevant to the industry sectors represented by 11 of the 15 IFMA councils. Participating councils include:

- Airport Facilities
- Banking Institutions & Credit Unions
- Corporate Facilities
- Corporate Real Estate
- Environmental Health & Safety
- FM Consultants
- Information Technology
- Legal Industry
- Public Sector
- Manufacturing
- Museum/Cultural Institutions
- Public Sector
September Meeting at WorkStage with Tate Access Floors

We were delighted that Workstage hosted our fall meeting and for the opportunity to tour a Workstage building. For those of you who aren’t familiar with the concept of a Workstage building, it is viewed as a high performance piece of real estate. Years of research and investment have gone into producing a systematized kit of parts to make the building process easier - a smart process, as well as a green building process. Workstage, owned by Steelcase, has been named one of America’s top ten most innovative developers, received the prestigious national AIA Honor Award for design excellence, and has built some of the world’s most sustainable buildings.

The buildings foster a more productive work environment by improving the employee experience and work flow, as well as expand and contract to the changing workspace and technology needs of your company. Frank Daly, Business Development Manager at Tate Access Floors, joined us on our Workstage tour and explained how raised access flooring plays a key role in this flexible building type by providing under floor air, wiring, and data cabling services combined with significant structural advantages. It was an educational afternoon—we all had the opportunity to view beneath the access flooring and see the first-hand details of what Frank was discussing.

Raised floor systems deliver an unlimited ability to reconfigure data and electrical systems on demand. Under floor air distribution reduces energy costs, improves indoor air quality, and enhances personal productivity and comfort. These floor system benefits also contribute to the green building kit of parts.

www.tateaccessfloors.com
www.workstage.com

Chapter Gossip

- Dave Kuiper has been invited to participate on the IFMA National Program Committee for upcoming World Workplace 2008
- Jim Corby has been nominated to the IFMA National Program Accreditation Committee
- Our chapter makes an annual $500 donation to Habitat for Humanity of Kent County - 85% of donations go towards building homes
- Our chapter board of directors has voted to increase our annual contribution to the Jim Hickey Student Scholarship from $1,500 to $2,000. In 2006 our chapter and the IFMA Foundation established this endowment which is awarded annually at World Workplace to a facility management student - in the honor of a great man and long-time chapter member, Jim Hickey, CFM, IFMA Fellow.
Cross Networking Event – Green Drinks

**Thursdays: Green Drinks Grand Rapids**  this event takes place on the 3rd Thursday of each month.

**Time: 5pm - 7pm**

Every month, people who work in the environmental field meet up for a beer at informal sessions known as Green Drinks. We have a lively mixture of people from NGOs, academia, government, and business. Come along and you’ll be made welcome. Just say, “are you green?” and you will be directed to the group. These events are very simple and unstructured, but many people have found employment, made friends, developed new ideas, done deals, and had moments of serendipity. To sign up for Green Drinks Grand Rapids notices, or to check this month’s location, go to [http://www.greendrinksgr.org](http://www.greendrinksgr.org).

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**Order your Chapter Logo Items Now!**

Show your support of the West Michigan Chapter by wearing and using our logo items. We have lapel pins, BicClic pens, gray T-shirts, black polo shirts, deluxe travel mugs, and the chapter baseball caps. The lapel pins are $2, pens $1, T-shirts $5, travel mugs $5, polos $20, and the caps are only $8 (check 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. He’ll need to know the item name, quantity, and sizes you would like and will coordinate payment (check or cash) and delivery.

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**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.

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**Feature On-Demand Webinar**

**Strategic Space Alignment**

Mar 20, 2008 / 2:00 PM CST / 60 minutes

To be competitive today and into the future, organizations must align their facilities strategy with their overall business direction. Learn how to align your facilities design to reflect your organization’s current and future business strategies, processes, technologies, and personnel needs in order to respond to change and maximize productivity.

**Objectives:**

To develop an understanding of the Corporate Component Model – the six aspects that define every business.

To identify and measure a new series of baseline performance metrics that aligns office space design with overall business success.

To identify what relationships are necessary to effectively implement Strategic Space Alignment in your space environment.

**Cost per site:**

IFMA/SAME/Alliance Members

$49

Nonmembers

$79

**Learning Credits**

.10 CEUs and 1 Certified Facility Manager (CFM) Maintenance Point

To purchase: [www.ifma.org/tools/index.cfm](http://www.ifma.org/tools/index.cfm)

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**Feature Book**

**Profiles 2007** is a detailed report and a general overview of the demographics, background and compensation data of 4,600 professionals in the facility management field. Compensation data includes base pay and bonus information. Salaries are detailed for specific management levels, industry sectors, facility sizes, and geographic areas throughout the United States, Canada, and select countries around the world. This report updates an IFMA member profile study conducted in 2003.

To purchase: [www.ifma.org/tools/index.cfm](http://www.ifma.org/tools/index.cfm)
Monthlly Meetings & More

**Importance of Green Buildings – Green Compass**
Rescheduled due to inclement weather!
February 27, 11:30 am – 1:30 pm
Presented by Paul VonPaumgartten, Johnson Controls, Inc. [www.johnsoncontrols.com](http://www.johnsoncontrols.com)
Lunch will be provided. Cost: $ 4.00 members and $8.00 non-members.
Location: Grand Rapids Community College, ATC Building, Room 234

**IFMA West Michigan Awards Banquet**
March 16, 6:00 – 9:00 pm
Location: The BOB, Downtown Grand Rapids
Cost: $30.00 per person (members and non-members), includes two drink tickets.
Our annual chapter awards announcements, including the Kathy Pruden Student Scholarship winner. Social hour from 6:00 – 7:00 pm with appetizers and cash bar; Dinner 7:00 – 8:00 pm; Awards at 8:00 pm. Details with RSVP will be emailed separately.

**Grand Rapids Chapter - CSI Construction & Design Professionals Expo**
March 20, Starts at 2:00 pm
Location: The Pinnacle Center, Hudsonville, MI
IFMA West Michigan will be one of the sixty booths on display at the Expo!
[http://csigrandrapids.org](http://csigrandrapids.org)

**IFMA National Leaders Conference:**
Eastern Area—March 29-31
McLean, Va., USA (Washington, D.C. area)
Gannett Headquarters
Mark your calendar for IFMA’s FM-3D event—three days of education, leadership training, facility tours, and professional networking. IFMA has combined three of its most interactive, high-level educational, and networking events into one conference, offering you the unique opportunity to focus on strategic leadership and strategic facility planning at one time, in one convenient location.
To Register: [http://www.ifma.org/learning/events/leaders.cfm](http://www.ifma.org/learning/events/leaders.cfm)

**2nd Annual WorkSquared March Madness Basketball Tournament**
Fund raising event for the American Heart Association.
More details to follow for signing-up to participate on our own IFMA chapter team.
Add this date to your calendar now – March 28, the event will start at 3:00 pm.

**European Facilities Management Conference (EFMC)**
June 10-11, 2008
Location: The Palace Hotel, Manchester, UK
For more information and to register go to:
[www.ifma.org](http://www.ifma.org), see: Events