



# DFW IFMA BLUEPRINT

INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION

SPRING, 2010

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## Message from Chapter President, Peter Maerz

As I write this I'm sitting in the atrium of the Marriott World Center in Orlando, Florida. I'm in the set-up process for our Interstate Batteries convention. The reason I mention this is that I'm writing this on my iPad between setups and on the fly. Technology is great! The other reason I mention this is because the orchestration of this event is very similar to what we do every day. We spent months planning, preparing the supplies, making the arrangements, lining up the vendors and trying to plan for all contingencies. Of course, as the day arrives there are always the unknowns that appear. Product is early or late, things don't quite fit, vendors are delayed. I think

this is when Facilities Professionals really excel. We have the ability to adapt and think on the fly! Problems are only opportunities to come up with the solutions that best fit at that moment.

As I wind down my term as Chapter President at the end of June, we are coming out of a very successful Golf Tournament and we are also preparing for a great event in June. I want to thank Susan Flanagan, Brett Barnett and the rest of the Golf committee for all of the hard work they put into the event to make it a great success. I also want to thank all of the sponsors who supported the tournament and Corporate Source for being the event sponsor. The proceeds will go toward our goal of raising \$10,000 to give to Special Olympics

again this year.

I want to thank the members of the current board—Linda McBain, Terri Hamilton, Larry Wheatley, Neil Anderson, and Mary Knuff—for all of their support and enthusiasm that made this a great Board to work with. As we finish strong this year, it has been a pleasure to serve with these quality individuals. I know next year will be a good year since many are running for the new Board. I want to encourage everyone to vote for the new Board to ensure we can have a smooth transition this summer.

Please go out to our website and see the new and improved format! ([www.dfwifma.org](http://www.dfwifma.org))

*Sent from my iPad*

## And the Winner IS . . .

**Congratulations to Larry Wheatley for his suggestion of "DFW IFMA Blueprint" as an updated name for our chapter newsletter. Larry wins a \$50 gift card donated by Corporate Floors, which he is graciously donating to Special Olympics! Thank you, Larry!**

# Chapter Directory

For a detailed description of each of our committees and additional contact information, visit our website: [dfwifma.org/committees](http://dfwifma.org/committees)

## Officers of the Board

### PRESIDENT: PETER MAERZ

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## Committee Chairpersons/ Board Liaisons

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Board Liaison: Peter Maerz/Neil Anderson

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Board Liaison: Peter Maerz/Larry Wheatley

### COMMUNITY RELATIONS COMMITTEE

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### SUSTAINABILITY COMMITTEE

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**Our committees always welcome  
your participation!  
Volunteer a little of your time,  
and see how much better our chapter  
can be with YOUR involvement!!**

# American Airlines C. R. Smith Aviation Museum

By Larry Wheatley



VINTAGE DC-10 AIRPLANE DISPLAY WAS AWESOME!



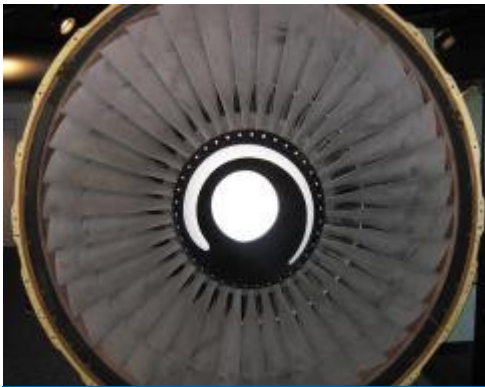
THE COCKPIT SHOWS THE COMPLEXITY OF FLYING . . .



A DETAILED VIEW OF AN AMERICAN AIRLINES JET ENGINE ON DISPLAY



CHAPTER ATTENDEES WERE NETWORKING AND ENJOYING TOURING THE MUSEUM'S HISTORIC VINTAGE AIRPLANE AND OTHER INTERESTING DISPLAYS OF AVIATION HISTORY



DISPLAYS AND MEMORABILIA AT THE AMERICAN AIRLINES C. R. SMITH AVIATION MUSEUM PROVIDED HISTORIC INSIGHT INTO THE GROWTH OF THE INDUSTRY



JULIE MCBRAYER & JEANNA MOREY (MEMBERSHIP) GREETING NEW MEMBER EDWARD KRNAVEK



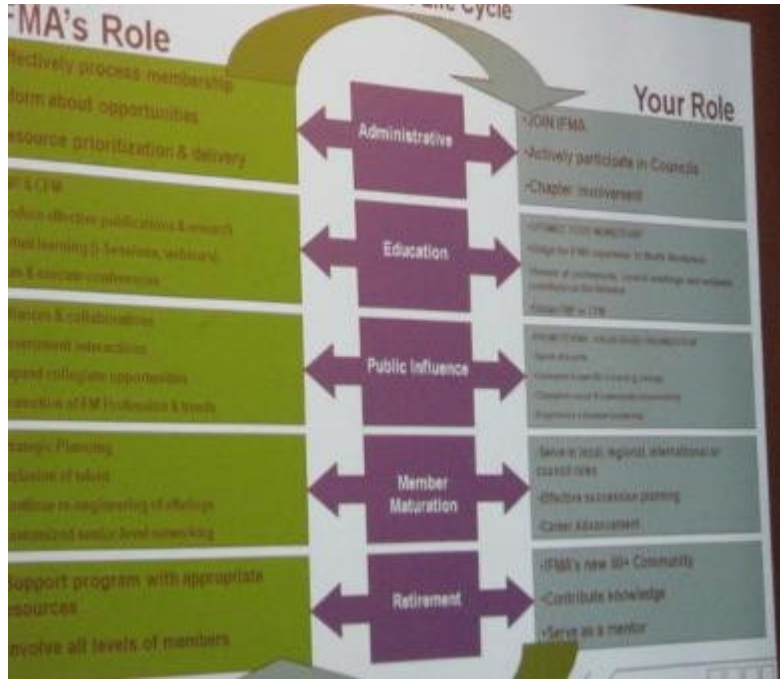
JULIE AND JEANNA WELCOMING FIRST-TIME ATTENDEE CARA LEIGH INGRAM



BOB DEERING AND STEVE HARRIS ENJOYING THE TOUR OF THE FACILITY

# Guest Speaker Teena Shouse presents “The Future is Now!”

By Larry Wheatley



TEENA SHOUSE, CFM, IFMA FELLOW AND SENIOR FM CONSULTANT WITH FACILITY ENGINEERING ASSOCIATES GAVE A POWERFUL PRESENTATION TITLED, “THE FUTURE IS NOW”. TEENA’S INSIGHTFUL, THOUGHT-PROVOKING PRESENTATION STRESSED THE NEED FOR FACILITY MANAGERS TO CONTINUOUSLY LEARN AND PREPARE FOR CHANGES IN THE INDUSTRY—PREPARE & GET READY BECAUSE THE FUTURE IS HAPPENING NOW!!



ATTENDEES INTENTLY LISTENING TO TEENA’S MESSAGE



(L TO R) ROBERT BURNLEY AND RACHEL FOSTER NETWORKING WITH OTHER ATTENDEES



JULIE & JEANNA GREETING GUEST CHRISTOPHER MERRIAM, NATIONAL VP OF SALES FOR CORPORATE CARE



(L TO R) LINDA BARRY AND LISA DAVIS DISCUSSING THE PRESENTATION



(L TO R) SHEILA O’SHEA AND CATHERINE WELTY



## Ric Diaz of TDIndustries helps his clients by “listening first”

by Luke Bruns

**Name of your Employer?**



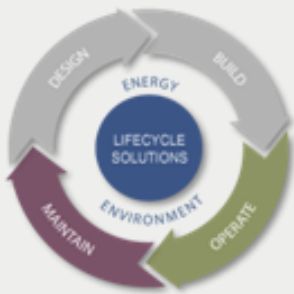
The Face of Innovation

**Describe your company’s core competency:** TDIndustries offers our customers a lifecycle solution for their facility needs. This includes large construction projects through smaller service based needs. Our product offerings include HVAC, Plumbing, Electrical, Building Automation Systems, and Refrigeration.

*Beyond a Set of Solutions, TDIndustries Delivers Lifecycle Thinking in Every Situation*

Customers rely and depend on TDIndustries to:

- Service and support their buildings for life
- Keep systems running well
- Ensure energy efficiency
- Optimize environmental quality
- Assure code compliance
- Reduce overall system cost
- Inform strategic system planning
- Through proactive partnering



**Describe your primary job functions.** I specialize in facility solution services, negotiated facility service agreements, and discovering cost saving measures.

**Outline an average day.** No two days are the same . . . Meeting with facilities managers who need ideas, surveys, or budgets regarding their facility needs, following up with clients who may be ready to move forward but have a few details to go over, and project management from the sales side during installations that are going on throughout the week. It can all be boiled down to Problem Solving, great teamwork and communication.

**What type of clients do you work with?** I have built long-term relationships with customers that serve new or existing commercial buildings, data centers, educational, healthcare and industrial facilities.

**Percentage of your work and clients that are local/regional/national.** That is hard to quantify. Our company has offices in Austin, San Antonio, Dallas, Houston and Phoenix.

**How long have you been in this field?** Over 15 years of experience in the Facility Solution Provider Industry.

**What’s the best lesson you’ve learned from a client?** Do what you say you are going to do when you say you are going to do it. Regardless of the circumstances, clients want honesty and integrity. It may not always be flashy, but it’s always the right thing to do.

**How’s business right now?** Our service team is predicting a strong year. 2009 had its’ challenges with the economy. Honestly, I am busier today than I was 2-3 years ago. Companies and facilities still need to maintain their facilities, meet their goals, stay competitive, and run efficiently as possible. Sometimes funding takes longer, but I’m working on more projects today than ever before.

**Identify some challenges to your industry.** The current economy is a major obstacle for our industry. Construction

projects have slowed down over the past year. This makes it imperative to sell value and service when looking at potential projects.

**Tell us about your personal life, family, hobbies and interests outside work. “Can we quote you on that?”** Ric and his wife Tamorah, have two wonderful children, Christian-9, and Aubrianna-7. I was told once, “For where your treasure is, there your heart will be also.” I thank God for them daily. I enjoy staying active with my children’s activities and love to work out when I can.

**What is your favorite quote?** “Within the covers of the Bible are all the answers for all the problems men face.”  
- Ronald Reagan

**Favorite Sports Team?** The Oklahoma State University Cowboys...I am orange to the bone!

**What have been the things in life to get you where you are today?** Live life to the fullest, God and putting my family first. I have had the most amazing experiences working for TDIndustries.

**Many people in facility management are leaders in their respective companies. With that in mind, have you done anything to set yourself apart?** Servant Leadership. For the last twenty-five years, TDIndustries leadership philosophy and leadership development have been based on Robert Greenleaf’s writings on the matter. Greenleaf states that true, natural servants respond to a problem by listening first. True listening builds strength in other people. Our company has embraced this philosophy. Total commitment to this philosophy has built a community where Partners trust management to listen to thoughts and ideas. Management has also learned to trust the judgment of TDIndustries’ Partners. I have fully embraced the concept of Servant Leadership in and out of the workplace.

# How to Get a Job FAST! (3rd in a series of articles)

By David Grubbs

In the previous article in this series, we started an exercise in identifying your skills. What are you good at? Have you ever thought about it? In a truly critical, analytical way? Have you ever actually sat down and listed your skills and capabilities?

There are three major categories of skill identification. You deal with **People, Things, and Information** every day. In the 2nd article in this series we talked about **People**. In this article we will discuss the second category of skills identification:

## THINGS

There are, essentially, six major categories of working with various “things”. These things are identified as: Objects (tools, instruments); Equipment and machinery or vehicles; Materials like cloth, wood and clay; Your body; Buildings or homes and Raising or growing things.

**Objects.** Do you have specific skills in dealing with food, tools, instruments or the like with regard to:

- \* handling?
- \* washing?
- \* preparing?
- \* maintaining?
- \* producing?
- \* creating?
- \* repairing?
- \* cleaning?
- \* knowledge?

- \* cooking?
- \* preserving?

**Equipment.** Are you good at working with some type of machinery or vehicle, such as:

- \* driving?
- \* controlling?
- \* assembling?
- \* repairing?
- \* cleaning?
- \* disassembling?
- \* maintaining?
- \* operating?

**Materials.** What is your skill level with items such as clay, jewelry, metal, wood, stone and cloth, with regard to:

- \* cutting?
- \* painting?
- \* crafting?
- \* restoring?
- \* weaving?
- \* sewing?
- \* carving?
- \* molding?
- \* shaping?
- \* refinishing?
- \* sculpting?

**Your Body.** Are you good at using:

- \* your hands?
- \* motor coordination?
- \* physical coordination?
- \* your fingers?
- \* your eyes?
- \* your eyes and hands in coordination?

- \* your strength?
- \* your stamina?

**Buildings.** Do you have a particular affinity and capability for:

- \* constructing?
- \* remodeling?
- \* decorating?
- \* designing?

**Raising or Growing.** Are you able to successfully:

- \* train animals?
- \* treat animals?
- \* garden?
- \* landscape?
- \* raise plants or animals or other vegetable or mineral?

This is the hands-on category. Do you have manual skills and, if so, what specifically can you do well? More importantly, do you enjoy it? Many people have turned hobbies they love into full-time, paying work. List the skills you have as associated with any of these categories. Also list the things you dislike doing, too. Finding that job you love is as much avoidance of things you hate as things you love to do.

Job seekers should volunteer at charities; accept all invitations to parties and professional functions; set goals for the job search, including the number of networking contacts to be made and meetings set up with hiring managers; and network with all old friends and acquaintances for networking.

# The Benefits of Achieving a LEED Certification

By Sandra Heffernan, LEED AP—President, Sustainable Partners, LLC

Last year when the USGBC rolled out Version 3 for their LEED programs I was reminded of how far the LEED programs have come since 2000.

As a LEED consultant I am still asked the questions of “why” and “what are the benefits of getting a LEED certification” for an existing building. With all of the LEED requirements and documentation, the program enables us to focus on our buildings in a completely different light. Sometimes doing things the same, **even though they are considered the correct way**, limits creativity and awareness of a better way of getting the job done. LEED serves as a great guide for us to use in looking at our buildings in a different way.

Third party vendors play a very important role in becoming LEED certified. The exterior landscaper now understands the importance of recycling all of the landscaping waste into mulch. The janitorial company has to have a high performance green cleaning program and the in-house training to implement the program. Understanding the green standards for all of their cleaning supplies and paper products is also required. Using the right equipment, whether you are the landscaper or the janitorial service, plays a big role in achieving LEED credits.

The first section of LEED is the site (Sustainable Sites). Implement-

ing an environmentally sensitive, low impact cleaning program for a building’s exterior hard surfaces such as sidewalks, parking garages, and window washing mitigates some of the negative effects a building has on the local and regional

**Water Efficiency is  
one of the most  
important areas of  
LEED ...**

environment. What is disposed of in our storm water drains ultimately ends up in our drinking water, not to mention the affect contaminated water has on the wildlife of our lakes and rivers. LEED teaches you the meaning of Heat Island Reduction for your roof and your site and shows you what steps can be taken to improve your site either immediately or through the next capital expenditure. Reducing the Heat Island Effect of your building site can dramatically decrease your energy costs.

Water Efficiency is one of the most important areas of LEED. Efficiency measures can easily reduce water usage in an average building by 30%. Many water conservation strategies are no-cost while others provide a quick payback. Developing a water use baseline by auditing the flows and flush rates for your buildings water closets, urinals, fixtures and kitchen sinks is the first step. LEED Online has a calculator

that allows you to see how you compare with the International Plumbing Code. In addition, you are able to input more efficient fixtures and the calculator will immediately tell you how much water you can save. This is a great tool for all buildings and facilities.

Energy Efficiency is fundamental in the LEED program. The Energy Star program provides you with the ability to benchmark your building through their rating system. The Energy Star rating compares your building or facility to all the like buildings in the United States. It is a web-based program, and there is no cost to use and follow the Energy Star Program. There are a number of other programs associated with Energy Star. Once you have achieved an Energy Star rating the Energy Utilization Index allows you to develop a goal for the next year by telling you how much energy you must save to reach a certain Energy Star rating. Once you have completed your Energy Star rating an Emissions Report is available to you, again, at no cost. Lastly, the Energy Star program can assist in benchmarking your water use.

The LEED for Existing Buildings program is the only LEED program that allows in-house commissioning. All of the other LEED programs require that commissioning be performed by a third party. There are three phases for commissioning of an existing building; the investiga-

## The Benefits of Achieving a LEED Certification (cont'd)

By *Sandra Heffernan*

tion and analysis stage, implementation, and ongoing commissioning. Commissioning involves developing a building operation plan that identifies current operating requirements, conducting tests to determine whether the building and its' fundamental systems are operating in accordance with the commissioning plan, and identifying necessary changes or repairs. Commissioning optimizes energy and water efficiencies by ensuring systems are operating as designed.

Eliminating the use of CFC's from refrigeration equipment is important for our atmosphere. The LEED program for existing buildings assists in working through the replacement process and/or the conversion to a more environmentally friendly refrigerant.

By adopting energy efficiency best management practices and commissioning of your building or facility you have created an ongoing program for maintaining a more energy efficient building.

Office buildings create an enormous amount of waste. Fortunately, a

majority of it is recyclable. It is important to develop a baseline through a waste audit. It is impossible to gage a successful recycling program without knowing your baseline. Recycling is more difficult than most facility managers realize and requires ongoing training for tenants/employees to be successful. It is, however, a program that you gives you the opportunity to establish goals and share in your successes. A key to a good recycling program is the use of the two bin system at each desk and a waste hauler that provides you with good documentation.

Another very important way to decrease waste is to buy sustainably. Creating and implementing programs for sustainable purchasing of on-going consumables (items that are low cost and used on a daily basis such as copy paper, staples, pens and so on), durable goods (furniture, computers, copies, office equipment and so on), tenant finish out, and light bulbs is very important in operating a LEED building.

The well being of tenants and employees are very important. Poor indoor air quality can cause illness which affects employee attendance and productivity. Evaluating building systems to identify potential indoor air quality problems and implementing an ongoing Indoor Air Quality Program is much easier than trying to correct a problem. Implementing a Green Cleaning Policy and High Performance Green Cleaning Program is important to the health of employees. In addition, it is important to adopt an Integrated Pest Management program to protect all of the occupants of a building.

In closing, LEED for Existing Buildings; Operations & Maintenance is a program that takes you through a process step-by-step. It is a proven process and even though it is a challenge it is a certification that greatly affects our environment in many positive ways and contributes to your well being, as well as all of the occupants of your building and/or facility.

### WELCOME TO OUR NEWEST CHAPTER MEMBERS (SINCE 3/1/10)!

**John Basse**, Furniture Sales Executive, Business Interiors by Staples

**James C. Beardsley**, President/CEO, Energy Conservation Systems, Inc.

**Donald Boliver**, Facilities Manager, Raytheon Company

**Natalie Boone**, Assistant Director, Brown Lupton University Union – Operations, Texas Christian University

**Ed Borton**, Facilities Manager, Corporation of the Presiding Bishop

**Laurie Brigman-Harrington, CTS**, Senior Sales Exec, Admiral Communications

**Gregory Brown**, Facilities Manager, Mosaic Sales Solutions

**J. R. Chapman**, Business Development Manager, Restoration Specialists

**Jeremy Foster**, Business Development, O'Donnell's Landscape Services

**Joe Freeman**, Facility Manager, Million-Air Dallas

**Brian Lillard**, Senior VP, Camelot Facility Solutions

**Kathryn Shrum**, CEO, Secure On-Site Shredding, Inc.

**Frank Tillery**, Director of Facilities, Parker College of Chiropractic/Grapevine

**Wendy Williams**, Facilities Supervisor, Lhoist North America

# DFW/IFMA CHAPTER BYGONE DAYS (1989)

## IFMA Executive Conference

### "Training For Tomorrow: Smart Managers and Smart Buildings"

June 29, 1989  
Marriott Mandalay Hotel  
Las Colinas, Texas



**IFMA**  
International Facility Management Association

Luncheon Speaker  
Roger Staubach



**IFMA**

The International Facility Management Association (IFMA), founded in 1980, is an international association dedicated to providing support for facility management professionals. IFMA was formed as a support organization to help meet the changing needs of corporate, government and health care facility management executives and their staff, individuals who are responsible for the planning, construction and on-going management of millions of square feet of facilities.

A non-profit organization, IFMA exists to support the field with information and education, to develop and maintain high standards for professional conduct, and to cultivate cooperation and networking opportunities among association members. As facility management involves such a wide range of disciplines and activities, a strong sense of professional identity is critical to its visibility as a strategic management function. IFMA links together all those involved in providing humane and effective workplaces, thus providing a powerful voice for today's facility management professional.

For more information about IFMA  
Contact Frances M. O'Connor at (214) 888-9758.

## IFMA INFO

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### EXECUTIVE CONFERENCE "OVERWHELMING SUCCESS"

"Overwhelming success" is the comment heard most often to describe the DFW Chapter's Executive Conference -- "Training for Tomorrow: Smart Managers and Smart Buildings." The DFW Chapter set three goals for the conference: enhance the IFMA image in the DFW area, raise money for a college Facility Management scholarship, and to increase the professional membership of the chapter. The conference achieved each of the three goals.

Prospective professional members have been receiving information on the conference since March. The interest and excitement of the conference resulted in more than ten new professional members.

"This new growth is in spite of the reduction in prospective professional members from our area due to our weak economy," points out Chapter Secretary Frances O'Connor. The recent chapter growth is attributed to the enhanced professional image achieved by the conference and the prospect of the development of an FM curriculum in a nearby university.

The FM scholarship is an incentive for a local university to add the FM curriculum. "The scholarship only benefits a few students," according to Education Committee Chairperson Terry Sullivan (Frito-Lay), "but the scholarship and the conference shows an interest and need for the degree at the undergraduate and graduate levels." (See article page 2.) Local universities noted the quality and attendance of the local conference.

More than 175 facility executives attended the one-day conference. "The most common reaction," according to Conference Co-chairperson Linda Frietsch (Lomas Financial), "was a pleasant surprise that so much was available in one day."

The action-packed series of professional seminars arranged by Co-chairpersons Linda and Neil Anderson (Steelcase) began with an enthusiastic breakfast speaker, Judy Campbell (sponsored by Herman Miller & its Office Pavilions). Judy stressed the need for vision, creativity, and flexibility to meet the challenges of the 90's. After breakfast, attendees selected two of five morning seminars:

- \* Strategic Planning: Designing for Change -- William Joseph
- \* Acoustics in the Open Plan Office -- Art Barkman
- \* DMS/CAD/CAPM - Applications for Space Planning/Asset Management -- Nancy Sanquist
- \* Effective Presentations: Selling Yourself and Your Ideas -- Michael Frank
- \* Corporate Child Care -- Russel Young, Kate Wheeler, & Peggy Wilkes

"Except for the Corporate Child Care panel (sponsored by Lomas Financial), the topics were selected from the well-attended and top-rated seminars at the 1988 IFMA National Conference," explained Steve Harris (Frito Lay), Chapter President. The child care panel was added due to growing interest in the subject. An attendee of the second morning session of the child care panel volunteered that it "was the (see page 2)



Neil & Linda, Co-Chairpersons

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# Great Success at WIFM's First Meeting in DFW Area!

By Kathy Edwards

On March 11, 2010, Mary Knuff hosted a meeting at JCPenney's campus for Women in Facility Management. Over 20 professional Women attended the free seminar sponsored by Corporate Floors and Texas Carpet Recycling. Dee Cassell, LEED AP and Business Manager of Texas Carpet Recycling, presented information about the business of carpet recycling.

The group all participated to create a preliminary Vision and Mission Statement for WIFM (below).

### WIFM's Vision

WIFM fosters the development and advancement of Women in the Facility Management industry.

### WIFM's Mission

To enable career growth or advancement while maintaining a work/life balance.

To provide opportunities in the FM industry by networking, mentoring, sharing ideas and resources.



(L TO R) KATHY BILLUPS AND KRIS GENTRY, IMC2



GUEST SPEAKER DIANNE FLETCHER

Dianne Fletcher was our guest speaker. She gave a very entertaining and insightful presentation discussing her rise from secretary to CEO of Purdy-McGuire, a local engineering consulting firm, and discussed the ups and downs of coming of age as a female CEO in a man's business world.



(L TO R) SUSIE LOGAN FROM SHELL OIL IN HOUSTON AND MARY KNUFF FROM JCPENNEY'S, 1ST SPONSOR OF OUR DFW WIFM MEETING

The meeting included time for networking and a panel discussion on current events, as well as a facility tour of JCPenney's campus.



ATTENDEE TAMMY KENDALL

*Our next meeting will be held in Houston, Texas on May 18th.*

WIFM is only open to Professional Women and will have one vendor sponsor each meeting. If you are a Professional, you can log on to register as a member and be included in upcoming events and in discussion forums. **Please visit [www.wifmcentral.org](http://www.wifmcentral.org) for more information.**

## Upcoming Events

June 10th — Round Table on Technology (Speakers TBD)

July — Awards Banquet

August 5th (New Date) — IFMA Vendor Trade Show

September 16th (New Date) — Tour of the "New" Dallas Cowboys Stadium, Arlington, TX

October 27-29, 2010 — World Workplace, Atlanta, Georgia

November — Holiday Gala (No meeting in December)

(NOTE: Programs will be held at the Addison Conference Center unless otherwise noted)