

# 2002 Annual GAPPA Meeting

GAPPA

IMPROVING COMMUNICATIONS & PROCESS EFFICIENCY

## GAPPA News



Bob Bell awarding the "Lifetime Achievement Award" to Joe White for his many years of dedicated service to GAPPA.

### A Message From Our President

By Lee Richey

This past year has been a bellweather year of change for the university system of Georgia. You are now seeing a reduction in your facilities budgets of approximately 5.0%. Most anyone can lead an organization when the budgets grow every year and everything seems rosy. The boys/girls are separated from the men/women when harder times come.

What are some of the things you need to be considering to keep providing excellent operating services:

1) Energy Conservation – reducing the amount of energy used, or reducing the actual cost of energy will add \$ to your budget. This could be anything from making sure that lights are turned off during periods of no use, reviewing your utility contracts, checking bills closer, tuning your motors, chillers and boilers for maximum efficiency, keeping windows and doors closed – add weather stripping, using double pane windows, purchasing highest efficiency equipment every time etc...

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### GAPPA History Project

By Wayne Dill

GAPPA was founded in 1983 by a group of plant directors that recognized the need to have an organization of professional plant personnel in the state. GAPPA will celebrate its twentieth anniversary next year. During the twenty years, the organization has made tremendous progress

and it has enjoyed the reputation of being one of the finest state organizations in the country.

The GAPPA Board wants to publish a history of our organization. We need information from the early days on the efforts and the circumstances surrounding the establishment of

GAPPA. Old pictures and publications would be welcomed to be included as part of the history. We need the old recollections of the first years as well as recent happenings.

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# Schools News

## Macon State College

Macon State College is hosting a GAPPA workshop, "Leadership Supervisory Training." on September 19, 2002. The workshop is from 9:30 AM to 3:00 PM, Registration start @ 9:00 AM.

Instructor: George B. Wright

The workshop will cover Customer Relations, Quality, Training, Motivation of Employees, Leadership Principals, Discipline and Documentation. The workshop is for all first line supervisors and lead personnel.

The cost is \$50 per person which covers morning danish, lunch, afternoon snacks, and lecture. Please make checks payable to Macon State College and forward them to Macon State College, 100 College Station Drive, Macon, Ga. 31206 to the attention of Julie Landon/ Continuing Education.

The workshop will be held at Macon State College, Learning Support Building Auditorium. For questions or directions, please call 478-471-2780.

### SPECIAL ANNOUNCEMENTS

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GAPPA newsletter is a product of GAPPA's members. To have a successful publication, we need material for the newsletter. Please email your material to me at Ga Tech. My Email address is :  
bill.halabi@facilities.gatech.edu

## Abraham Baldwin Agriculture College

Site work has begun on our new Agricultural Sciences building on the north end of the campus. ALCON is the contractor and things are quickly beginning to take shape. The building is about 39,000 sq ft and will include a stock pen laboratory for

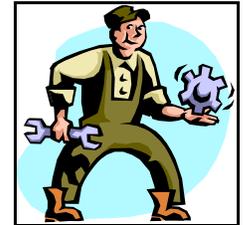


large animal observation.



We will also begin work on our Pedestrian Mall project soon. The mall will center on a fountain at the intersection of Dormitory Drive and Faculty Drive and spoke out along those streets through the center of the campus. Since we will be digging up the area anyway, we will put in new water main in the affected area.

## Job Opening @ Ga. Tech.



### Facilities Mechanical Engineer II ( \$44,630 to \$56,900)

**Education:** A Bachelor's Degree in Mechanical Engineering, or related field, or equivalent combination of education and experience.

**Experience:** Four or more years of job related experience. University environment experience preferred. A valid Georgia driver's license and Georgia Professional Engineer Registration required.

**Duties:** Perform skilled technical work involved in the design, fabrication, and assembly of systems such as HVAC, plumbing, etc. Interviewing campus clients; develop project budgets; prepare construction documentation related to design, CAD, drafting, cost estimates, etc.; conduct field inspection; coordinate contractors; and attend project meetings. Review in-house and contract engineering designs for quality control; supervise lower level technicians and mechanics.

To apply online go to: [www.ohr.gatech.edu](http://www.ohr.gatech.edu)

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**SRAPPA 2002**   
*Bridging the World in 2002*  
**October 12-15, 2002**

**51<sup>ST</sup> Annual Conference**  
**Hosted by Emory University**

**Grand Hyatt Atlanta**  
**3300 Peachtree Road, N.E.**  
**Atlanta, Georgia**

For more information, please contact Rita Tyler at (404) 727-7487 or [rtyler@fmd.emory.edu](mailto:rtyler@fmd.emory.edu).

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The 2002 SRAPPA Conference and Exhibition will be held in Atlanta, Georgia at the Grand Hyatt Hotel, October 12th – October 15<sup>th</sup>. Emory University is proud to serve as your host for the 2002 event. October in Atlanta is beautiful and we've already scheduled many places for you to visit and things for you to do while you're here.

Both Atlanta and Emory University are international in focus, as are many of our cities, colleges and universities. Since a bridge is a symbolic structure for joining groups or places together, we've chosen "Bridging The World In 2002" as the theme for our conference. During the past year Emory's Chancellor Billy Frye and former United States President Jimmy Carter played major roles in heightening sensitivity to others at our university via our "Year of Reconciliation". We have endeavored to bridge gaps that exist in areas of race, ethnicity, gender, sexuality, social justice, health care, the environment, spirituality, science, religion, and, particularly in the aftermath of the tragic events of September 11<sup>th</sup>, violence, global conflict, and tolerance.

"We are in a people world," as George Wright, a well-known facilities consultant, often reminds us. Those of us in facilities do not manufacture products for

resale but work with people to serve others in the maintenance of their environment. Bridging gaps helps us achieve a higher level of success in our service delivery.

Our annual conference is an opportunity for all of us to get together, share experiences, build relationships, and work to bridge gaps that exist. We all stand to gain from the experience. A fun and exciting conference full of extensive educational sessions, excellent networking opportunities, and many enjoyable activities is being planned. Bookmark our web site at [srappa.org](http://srappa.org). After the first of the year we'll keep it updated with the latest information about our registration, calendar of events and pertinent SRAPPA news. You can also contact Rita Tyler at [rtyler@fmd.emory.edu](mailto:rtyler@fmd.emory.edu) or (404) 727-7487.

Come visit us and enjoy! We are looking forward to seeing you at the 2002 SRAPPA Educational Conference and Exhibition next October!

# Schools News

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## Georgia Tech Expansion

By: Bill Halabi

Georgia Institute of Technology is experiencing a major expansion. A capital expansion program is in progress. The program involves the development of many facilities of various disciplines. They vary in size from very large like “The Technology Square complex” to small projects, like the renovation of the historic J. S. Coon building. The expansion is heading eastward toward Midtown, and westward toward Marietta Street corridor. The new Technology Square will be around 1,200,000 square feet. It will be made up of Academic buildings, and hotel and conference center, and parking decks. Inside the campus, there will be several buildings that will house re-

search organizations such as, the Ford Environmental Science & Technology, the U. A. Whiteker Biomedical Engineering, Food Processing Technology,



Klaus Advance Computing Technology, Molecular & Material Science Engineering. There will also be buildings housing the Innovative Learning Re-

source Center, Student Athletic Center, and a new Student Health Center. The expansion will cost more than 600 Million Dollars which is funded by private and public money. To get more information on any of the projects, please check the Facilities' Web site at [www.facilities.gatech.edu](http://www.facilities.gatech.edu) and select Capital Projects.

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## Facility Commissioning

By Michael L. Weiss  
President  
Working Buildings, LLC  
Building Commissioning Association  
(BCA)

Picture this horrific scenario: You and your wife invest years and the majority of your bank account to purchase your new state of the art dream home. When you move in, however, you find to your horror that the electrical system was installed incorrectly, the plumbing doesn't work, there is no central air and all the windows are sealed shut and the home foundation is sitting on soft dirt. After your shock is worn off you now have to start spending thousands of dollars in repairs and renovations just to get the home working properly.

This story sadly enough has happens all too frequently in the commercial world of design and construction. But when it

happens here it cost millions of dollars and years to correct.

As commercial and institutional buildings have become more complex the traditional methods for building start up and final acceptance have proven inadequate. The increased complexity of building systems is a response to energy conservation requirements, to the need for safer work environments, to demands for improved indoor air quality and better comfort control, and to technological advancements in teaching and research methodologies. Digital Control systems help to meet these needs but add sophistication and complexity.

In order to safeguard owners from this situation, many are turning to the new field of Commissioning. According to the Building Commissioning Association, the basic purpose of building commissioning is to provide documented confirmation that building systems

function in compliance with criteria set forth in the Project Documents to satisfy the owner's operational needs. This definition is based on the critical understanding that the owner must have some means of verifying that their functional needs are rigorously addressed during design, construction and acceptance phase of a buildings life.

With this said, commissioning is a systematic process starting in the design phase and lasting at least one year after substantial completion. The process ensures, through documented verification that all building systems perform interactively according to the documented operational and design intent. Early on commissioning was primarily focused on the mechanical systems, but as the process has evolved it is now common to commission mechanical, electrical, life safety, thermal envelope

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# Feature

## EMORY UNIVERSITY FACILITIES MANAGEMENT THE 8 BALL TEAM

The following article addresses an issue that many organizations are battling - communication. It appeared in the May 2002 issue of Emory University Facilities Management magazine "The Newsbeat." It is reprinted with the prior permission of the editor, May Hsiang.

Respectfully submitted by Kyle Duncan, Art Frazier, Cecil King, Rex Kizzort, Hector Morales, Charles Norris, Jimmy Powell & Robin Smith

*Have you heard people mention The 8 Ball Team in the hallway? Are you curious about it? Here's a précis of who they are and what it's all about.*

On October 31<sup>st</sup>, 2001, Bob McMains and John Fields met with their direct reports to discuss how Plant Operations and Project Management & Construction could improve their working relationships.

We discussed several issues that have continued to obstruct our collaborative efforts.

It became clear that the best way to improve our cohesiveness was to establish a list of expectations for each other. We decided the direct reports would meet on a weekly basis to discuss issues that affect the success of Facilities Management.

Some of the specific objectives are:

· Develop better relationships.

· Fine-tune listening and communication skills.

· Enhance respect between the groups.

· Acknowledge that we have common goals.

· Define the roles and responsibilities of each team member.

· Set an example of how we can work together.

· Help our direct reports work more collaboratively.

Our success isn't written on paper; we measure it by how we have improved communication, and by the success of our efforts and working relationships.

Currently, we are working on several topics that we consider a priority, and we will continue to address additional issues as they emerge. Some of the issues we are currently working on are:

· Project inspections,

· Project closeout process,

· Design Standards,  
· Consistency with Human Resource processes

We have developed a closer working relationship that has lead to improved respect and trust. We've learned a lot about each other's role, which helps us to understand the daily challenges we face. We no longer hesitate to call each other when issues arise or when we want to ask a question. Our new focus is on problem resolution rather than placing blame.

We will continue to explore opportunities to enhance our service to the University. It is our sincere hope that others in the organization will follow our lead.

### Improving Communications & Process Efficiency

#### GAPPA History

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Please provide any material to Wayne Dill, UGA Physical Plant, 1180 E. Broad St., Athens, GA 30602-5410 or e-mail [ewdill@arches.uga.edu](mailto:ewdill@arches.uga.edu) You may also contact Janet Kirkpatrick, Middle Georgia College, e-mail [jkirkpat@warrior.mgc.peachnet.edu](mailto:jkirkpat@warrior.mgc.peachnet.edu). Janet has volunteered to work on this most important project.

We are on the web. Check GAPPA web site for listings and information as well as for a copy of this newsletter.

**WWW.GAPPA.ORG**



# GAPPA News

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## MESSAGE FROM PRESIDENT

*(Continued from page 1)*

- 2) Evaluate each of your core work processes and determine if they can be done more efficiently.
- 3) Consider outsourcing some or all of your maintenance processes. You should explore all types of “out-of-the-box” issues such as contract cleaning services, supplementing the grounds crews with temps during peak labor periods, supplementing your crafts/trades crews with contract employees or temps during summer or other periods of high plant activity.
- 4) Increase training to improve and enhance skill levels where possible, consider cross-training several employees in appropriate areas so that

they become multi-task individuals. This could reduce wasted time waiting for other crafts/trades to complete their work.

5) Reward your top performing direct reports and others every way you can. Top performers should get best raises, take them out for meals, give them a gift certificate so that they can take a spouse out. Compliments are nice and necessary, but tangible rewards are better.

6) Improved communications throughout your organization could drastically improve your staff productivity.

7) Explore purchasing new equipment (one time expenditures) to improve

productivity.

8) Review any and all maintenance contracts to see if they need to be re-bid and possibly get a lower bidder.

9) If you have been single-sourcing specific type of equipment, you need to review the need for that again – both from the legal standpoint, but also to determine if it is more cost effective to open up to more bidders.

Hopefully, this suggested list of do’s will save you all millions this next year.

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and even security, networks and audio visual systems.

The fundamental objectives of commissioning are:

1. Clearly document the Owner’s Project Requirements
2. Provide documentation and tools to improve the quality of deliverables
3. Verify and document that systems and assemblies perform according to the Owner’s Project Requirements
4. Verify that operation and maintenance personnel and occupants are properly trained
5. Provide a uniform and effective process for delivery of construction projects
6. Deliver buildings and projects that meet the owner’s needs at the time of completion
7. Verify proper coordination among systems and

components, and between all contractors, sub contractors, vendors and manufacturers of furnished equipment and systems.

Early forms of commissioning have been around for sometime particularly in the military, however we started to see the process develop in the commercial arena during the late 1980’s. It has taken a rather long time to catch on, but today commissioning is becoming business as usual. If done properly, commissioning can save the owner anywhere from 10% to 20% of first cost not to mention the reduction in operation and maintenance budgets for the life of the facility.

The BCA is the leading voice of the commissioning industry; we have taken a proactive approach in trying to mandate commissioning

throughout the building community. We offer several levels of training programs, and have just completed our first training program in Atlanta that was held at Emory University Conference Center this past July. Within the next few months we will be rolling out the first “National Commissioning Process Certification Program”. This program was developed to respond to the Owners demands for a process that could be used in order to select a qualified commissioning provider.

During the last few years we have seen a tremendous awareness about commissioning; more facilities managers and building designers have become aware of it. According to Carl Lawson of Duke University Medical Center “Companies are beginning to recognize the

dangers of not using commissioning authorities when assembling their design and construction teams.” Mistakes can cost tens of thousands, or even hundreds of thousands, of dollars to rectify. “I’ve even seen it cost an owner millions of dollars, you name it, it went wrong on one project. The system wasn’t right, they didn’t have equipment installed correctly, it wasn’t designed properly, had installation flaws, wrong equipment. The contractors didn’t care; they just threw the stuff against the wall and hoped it stuck. It wound up in court and all parties even the owner had to pay to clean up that mess.”

More information on Building Commissioning Can is found at the Building Commissioning Association, [www.bcxa.org](http://www.bcxa.org).



Georgia Association of Physical Plant Administrators

# Improving Communications & Process Efficiency

## Pictures From The Annual Meeting



Lee Richey awarding Door Prizes



Some of the exhibitors



Wayne Dill at The Tradeshow

Mr. & Mrs. Joe White



The Opening Breakfast

