

PIPELINE

Keeping Facilities Management Employees Informed

July 2003

FM Employees Close a Very Special Work Order

On Saturday, July 26, more than 20 FM workers from almost every trade arrived at the home of Kathy Hoaglund, a former customer service representative in Zone 1.

The visit was not purely a social one; there was business to be done. When word got out around the zone that Kathy's husband had lost his legs to diabetes, Pete Fetzek took the lead and rallied the St. Paul crew to help. The FM team took up a collection and raised more than enough money to purchase the supplies needed to make necessary changes to the Hoaglund home.

The group also volunteered their time to complete this special work order. They arrived at the Hoaglund house at about 8:00 a.m. and spent more than 16 hours working tirelessly to construct a wheelchair ramp, update the electrical service, remodel the bathroom and add a door to Kathy's home. Stopping only to enjoy a meal prepared by the ladies from Kathy's church, the group "buttoned up" the project at around 10:00 p.m., and scheduled a return for Wednesday, July 31 to put the finishing touches on the project.



THE PHOTO-FRIENDLY MEMBERS OF THE WORKING CREW TOOK A BREAK TO POSE FOR A PHOTO. PICTURED FRONT ROW (LEFT TO RIGHT) ARE TIM GORDON, KATHY HOAGLUND, JOHN PROSSER, KIRK RICHARDSON AND JOHN PIERSON. IN THE MIDDLE IS TOM CLOSNER AND BACK ROW IS JERRY ILSTRUP, RICK ROSECKE, DAVE BONGARD, MARK HENLEY, DEREK WILLIAMS, GREG WARRINGS, ERNIE FLORES AND PETE FETZEK. NOT PICTURED IS JOHN HAW.

Technology, Technique and a Ton of New Ideas Spotlight on the Building and Application Support Unit

One of the business units created by the FM reorganization is the Business and Application Support Unit. This group, which is a consolidation of the Operations and Business Support Unit (OBSU) and the Continuous Improvement group is responsible for bringing technology, technique and a ton of new ideas to the Facilities Management business units. They do this by providing consulting assistance, facilitating process groups, providing COMPASS support, training and training materials, working with FMIS, assisting with systems benchmarking and providing hardware and software selection support and implementation.

Before the reorganization, ten people shared the many responsibilities of this group. With the completion of the FM reorganization, the Business and Application Support Unit has been reduced to four staff members. Grant Clavelle is the manager of the group and Beth Koepke, Janet Heller and Dan Sward are the Business and Application Support Unit consultants. "Everyone has assumed greater volumes of responsibility since the reorganization," says Clavelle. "This group is the organizational support experts. Every member of this team has moved into their new roles and responsibilities without a lot of

training. Each member of this team is able to pull off more than one process at a time and therefore we are just as effective and more efficient with less people."

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What's Going on in FM...

Steve Spehn, Associate Vice President

As we come to the end of a challenging reorganization, we are at the beginning of an exciting new FM organization. I know that the past few months have been quite trying and stressful for everyone in FM. A lot of change has occurred and everyone continues to adjust to approaching the way they do their work differently. This has not been an easy time. I want to thank everyone for their patience and hard work during the reorganization process and ask you all to think of this change as the next step to a better FM organization.

Congratulations to Grant Clavelle and the crew in the Business and Application Support Unit. Grant, Beth, Janet and Dan are featured in this month's Pipeline for successfully managing the changes of the reorganization not only in their business unit, but helping to implement the changes in every FM business unit. This group is an excellent example of a team who has come together to adjust to approaching the way they do their work differently. With the elimination of six positions, Grant, Beth, Janet and Dan have all needed to assume increasing job responsibilities and

have done so effortlessly. You can read more about the Business Application and Support Unit on the front page.

Nearly all of the reorganization changes are now complete. We have redefined work areas and have reassigned many employees to new jobs and new work areas. I am confident that these changes will help position the organization to meet our goals of service, accountability and stewardship as we focus on our objectives of controlling costs, increasing productivity, aligning our leadership with our core businesses, increasing customer service and satisfaction and focusing on employee development.

All of the work area changes will be completed by the end of August. The interview process for the Senior Building and Grounds Worker positions is complete and final selections are being made. The announcement of the Senior Building and Grounds Workers will be posted in one of the next issues of Pipeline Special Edition. One of the remaining reorganization items is the appointment of a Building



Services Director. I continue to work with University Services Human Resources on the search and will keep you informed of the search as it progresses.

I think it is important to remember that the purpose of all of the changes we are going through is to better our organization. In order to increase our efficiency and effectiveness, we needed to change our organization to better align it with our core businesses of custodial, maintenance and utilities. We also needed to define our work processes and establish measurements to hold ourselves accountable for the good work that we do every day. While things may not be perfect right away, we are committed to our goals and objectives and to making FM a fair, open, respected and enjoyable place to work. Together, I know that we can make this happen. Thanks again for your continued patience and hard work. Everyone is doing an outstanding job.

Spotlight on the Building and Application Support Unit continued

When a continuous improvement initiative is identified, the Building and Application Support Unit is the group that will be leading the charge to put the plan into place to make things better. "We put our experts together in a room with the managers, directors and staff members from our core business functions and talk about the business, discussing and determining ways to make it better," says Clavelle. Some examples of projects the Building Application and Support Unit have played major roles in include the Custodial Program Improvement Initiative (CPII), the Facilities Condition Assessment (FCA) and the process part of FM's reorganization.

While every member of the Business and Application Support team works together to accomplish their goals, each individual

is clearly an expert in their own right. Clavelle is the process expert, Kopeke specializes in accounting and facilitating group processes, Heller is the Crystal Reports specialist and Sward is the resident COMPASS expert. Together this team makes sure that every facet of the entire FM operation flows smoothly.

The success of the Business and Application Support Unit is an example of FM's commitment to continuous improvement. Even with a significant reduction in staff and major changes in job responsibility, this unit has adapted to the changing business environment and continues to lead the

FM organization in the successful accomplishment of its goals.



BUSINESS AND APPLICATION SUPPORT UNIT, (LEFT TO RIGHT): BETH KOEPKE, GRANT CLAVELLE, DAN SWARD AND JANET HELLER

Energy Management Team Welcomes Two New Senior Engineers

Energy Management welcomes Dave Losier and Tom Moran to their engineering team. Both Dave and Tom are senior engineers.

Dave Losier is a registered professional mechanical engineer. He has a bachelor of science degree in mechanical engineering from North Dakota State University and a masters of science in business economics. Dave has twenty-nine years of experience with building heating, ventilating and air conditioning systems, building plumbing and building automation and control systems. Most recently he worked for NewMech Companies. Prior to NewMech, he worked for OPUS Architects and Engineers, Egan Mechanical, PCL Construction Services and others.

Dave has extensive experience in building mechanical systems. He will be working with Al Mangnuson on mechanical engineering opportunities and challenges. More specifically he will be picking up Juan Bartolomei's projects and will be focusing much of his work on the chilled water loops on our campus.

Tom Moran is a registered professional electrical engineer. Tom has a bachelor of electrical engineering degree from the University of Minnesota. Tom had worked for the University for almost six years as an engineer before leaving the University to join Ellerbe Becket. During his six plus years at Ellerbe Becket, Tom worked on electrical engineering projects for numerous other universities

including; Notre Dame, University of Oklahoma, Santa Clara University, Georgetown University, Southern Methodist University, University of Nevada, University of Missouri and the University of Oregon. This engineering activity included several new stadiums as well as classroom and office facilities. This experience from institutions of higher learning from around the United States will be very valuable to the University of Minnesota and the future of our electrical engineering activities and plans.

Tom will be working with Frank King, Ken Erpelding and Dave Weigel on electrical engineering opportunities and challenges.

Sign Shop Employees Embark on an Exciting New Adventure

This month, Jerry Meissner and the crew in the Sign Shop said goodbye to two valuable employees. Jim Hitt, the Sign Shop's structural design expert and Scott Saunders, the Sign Shop's computer expert are combining their talents and taking them to the next level by opening their own shop.

Jim worked at the Sign Shop for nearly five years. He was a key person in the development of some of the information kiosks on campus, including those in front of Northrop Auditorium. He was also responsible for the structural design for the illuminated University of Minnesota entryway signs on the Gateway Plaza.

Scott had been the Sign Shop's resident computer expert for almost six years. He

was also the lead person in charge of fabricating the signage for the Coffman Memorial Union renovation. Together, Jim and Scott did most of the maintenance replacement of dorm signs. At an employee organized going away party, Jerry Meissner, Sign Shop supervisor said, "Jim and Scott's skills most certainly will be missed but those skills should give them the edge they need to make their new shop successful. We are all very excited about this next step for Jim and Scott. We wish them the best of luck even though they won't need it." Jim and Scott assumed ownership of April Graphics in Osseo on August 1, 2003.



University of Minnesota Solar Car Team Takes Second in the American Solar Challenge

On July 23, 2003, the University of Minnesota's solar-powered car, Borealis II, placed second in the American Solar Challenge. The American Solar Challenge is a competition to design, build and race solar-powered cars in a cross-country race. The race, which is the longest solar car race in the world, travels 2,300 miles on the historic Route 66 beginning in Chicago, Illinois and ending in Claremont, California.

Twenty teams from universities across the United States and Canada participated in the American Solar Challenge 2003. Borealis II completed the trip in 56 hours, 36 minutes and 31 seconds which put them in second place behind the University of Missouri – Rolla. "It was a very exciting race," said Mike Jensen, a member of the University's Solar Team and a student worker in Facilities Construction. "It was very exciting to

see all of the teams and their cars competing in this very high profile event."

Jensen, who works in the Facilities Construction Stores Office, is the electrical team leader. "My job is to lead the team on the electrical part of the car," said Jensen. "We work with lithium polymer batteries and maintain the battery pack, the battery protection circuit and monitor the voltage and temperature." A new car is built by the team every two years. "This year the car was painted in the construction paint room in St. Paul," said Jensen. "We rely heavily on sponsorships and the assistance of the construction industry to assist us in our efforts. It's a big time constraint, but the project provides us with hands on experience in engineering outside of the classroom. It is a lot of fun."



You can read more about the University's Solar Car Team on their web site at www.umn.edu/umnsvp.

Congratulations to Mike Jensen and all 18 members of University of Minnesota's Solar Car Team on their amazing accomplishment.

JULY Safety Team of the Month

The very talented team of Steve Kling, Tom Koecheler, Mike Riley, Scott Larson, George Christiansen, Luke Neumann and Mark Newman is recognized for their maintenance efforts for the month of

July 2003. This team, from the Facilities Construction unit, demonstrated proper compliance while performing Permit Required Confined Space Entry (29 CFR 1910.146) during the vault portion of the

Barbara Barker Dance Studio Chilled Water Piping Project. These seven men successfully implemented the confined space entry amendment to the Pre-Job Safety Review and recently fulfilled the annual proficiency training requirements. These requirements include: entrant, attendant, entry supervisor designation, operation of air monitoring equipment (GX-94), emergency communications, personal protective equipment, lockout/tagout/tryout, rescue/retrieval equipment, ventilation equipment, along with thoroughly completing the required documentation on the permit. The ownership to this particular program by this team is evident in their ability to perform this complicated task at the same level of hazard recognition as they do their routine tasks. This team of professionals provides yet another excellent example of functional team building, problem solving, communication, and training implementation.



PICTURED (LEFT TO RIGHT): STEVE KLING, TOM KOECHELER, MIKE RILEY, SCOTT LARSON, GEORGE CHRISTIANSEN, LUKE NEUMANN, AND MARK NEWMAN

University Services Human Resources Office has changed staff assignments. The changes were made to address the changes in the University Services organization and were based on input from the University Services Leadership Team. The new assignments are outlined below.

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<p>Facilities Management Elevator Shop Energy Management Landcare Maintenance Operations Quality & Work Control Center Records Sign Shop Zone 1 – St. Paul Zone 2 – West Bank Zone 4 – Campus Zone Area A Area B</p>	<p>Auxiliary Services</p>	<p>Custodial Bidding Custodial Hiring FMLA Coordination New Employee Orientation Pre-employment Exams Student Employment</p>
	<p>Elaine Taveggia, HR Office Specialist Phone: 624-1536 <u>taveggia@facm.umn.edu</u></p>	
	<p>HR Administrative Support Applicant Tracking Scheduling</p> <p>HR Departmental Information PHONE: (612) 624-1536 FAX: (612) 625-6675</p>	

Brief moves from a print publication to an e-mail format only

Beginning this fall, *Brief*, the weekly internal news digest for all of the University of Minnesota campuses will move from a print publication to an e-mail format only. The change is being made by University Relations to place a sharper focus on news and information of particular interest to employees. "This is a budget decision and a decision that stems from our desire to communicate more effectively with faculty and staff," says Sandra Garderbring, Vice President for University Relations.

Because *Brief* is often the first publication to deliver timely and accurate information on University-wide issues, we want to make certain that all FM employees continue to have access to the weekly publication. Therefore, we are encouraging all FM employees to access their Groupwise accounts often. All information delivered electronically to the FM Communications Office will be distributed to all FM employees via Groupwise.

If you have not accessed your

Groupwise account yet, you can access it by using your COMPASS login and the password "getnews." Once you are in the Groupwise system, you can change your password to something unique by clicking on the Options button. If you are experiencing difficulty in accessing Groupwise, please contact the FM Help Desk at x5-1830.

If you have any questions about *Brief* or other university publications, please contact Jenn in the Communications Office at x5-3466.

Mailbag



TO: Greg Berger, Shift Supervisor, Zone 5
FROM: Wendy Friedmeyer, Project Coordinator,
Design Camp

On behalf of the Design Institute and the entire Design Camp crew, I would like to thank you and the entire Facilities Management staff for your help.

Facilities Management did a great job preparing the studios and courtyard for us and were more than accommodating with the loan of the ladder. Your support helped us make the camp successful once again.

Congratulations to...

Congratulations to **Andrew Chan**. Andrew is the new Accounts Payable Senior Accounts Assistant. He has replaced Gyade Badio who took over new responsibilities in Utility Accounting.

Andrew has been working for Facilities Management in Zone 4 as an office specialist for the past two years. He earned his bachelor of science degree in business from the Carlson School of Management in 2001.

Congratulations to **Doug Lysford** of the Energy Management group. Doug has completed the necessary training, course work and testing to receive his certification as an Accredited Commissioning Process Manager.

This accreditation is offered by the Department of Engineering Professional Development at the University of Wisconsin Madison. Doug is now allowed to use the CXM designation for the CxManager certification.

Congratulations to **Clayton Handt** of the Safety Department, and his wife Pam, on the birth of their daughter Amanda Elizabeth on July 3, 2003. Amanda was 9 pounds 2 ounces and 21 inches long. She joins her big brother Jack and twin sisters Annabelle and Alexandra.

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The communications team welcomes story ideas and submissions, editorials, and feedback on the contents of this publication.

This publication is available in alternative formats upon request. Please contact Aaron at 5-1522. This publication can be viewed online at www.facm.umn.edu.

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COMPASS Support

Effective immediately, your direct line to COMPASS support is x5-1830. COMPASS support is now a multi-tiered system for problem resolution. If you encounter a COMPASS issue, please call the FMIS Helpdesk at x5-1830. The FMIS representative will log your information, provide you with an Incident Number and attempt to solve

your problem immediately. If this is not possible, FMIS will either call you back or forward your call to a Business and Application Support (BAS) representative.

The intent of this change is to make the process of supporting COMPASS more efficient and timely. During FMIS business hours (6:30 a.m. to

5:00 pm.) there will always be someone available to answer your call. By logging the information, we have solid documentation of what the problem was and when it occurred.

If you have any questions regarding this change, please contact Grant Clavelle at x6-1042.