

# THE Pipeline

KEEPING FACILITIES MANAGEMENT EMPLOYEES INFORMED



June 2003

## Quality and Work Control Center Goes Live

When the clock struck seven on the morning of June 30, a flurry of phone activity flooded the 3rd floor of the Donhowe Building. Customer calls that were once fielded in each zone office are now ringing centrally at one location. That is the Quality and Work Control Center.

The Quality and Work Control Center is a new unit created by the FM reorganization. The concept is to have all of FM's customer service, COMPASS support, quality assurance and measurement management functions housed in one business unit. Erin Anderson, Jen Berg, Mickey Billings, Damian Kastbauer and Thad Olson were hired as Quality and Work Control agents to join the team led by Rob Tunell, Quality and Work Control manager. All of the agents have a wealth of experience in certain areas of FM. In their new role, they will become familiar with every area of FM. Some of their responsibilities include: responding to customer work and

information requests, providing COMPASS assistance, monitoring preventive maintenance activity, and assisting with quality assurance and measurement functions.



ERIN ANDERSON

"Moving these functions out of the zones and into a central location caused some concern with both customers and staff," said Tunell. It is the goal of the reorganization not to compromise the level of service customers expect

from FM. "So far things are going pretty well," says Tunell. "The phones are ringing steadily and the agents are rapidly adjusting to their new job duties. The planning and work involved in preparing for the transition of personnel from the zones to the central call center has helped to ensure that work flow has continued the same as before any changes were made."



MICKEY BILLINGS

Tunell has worked tirelessly to set up the center since his appointment on June 16. Agents needed to be hired and trained, phone



DAMIAN KASTBAUER

lines needed to be transferred, customers needed to be communicated with and a laundry list of other details needed to be attended to before the moves could be made. "While we have experienced a few hiccups since the phones were centrally switched on," says Tunell, "for the most part things seem to be running very well."

This success is undoubtedly the result of the flexibility, energy and enthusiasm of Rob, Erin, Jen, Mickey, Damian and Thad. All six individuals have embraced the challenge of change that is a part of FM's reorganization and continue to provide excellent service to the entire FM community.

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## What's Going on in FM...

*Steve Spehn, Associate Vice President*

As you read through this month's Pipeline, you will notice that June was a very busy month here in FM. We said goodbye and celebrated the careers of six long-time employees. Betty Moses, David Chung, John Michels, Betty Thomas, Jann Nelson and Ed Fisher have contributed much to our organization and will be missed. You can read about their retirement parties and plans on pages 4 and 5.

Congratulations to Marshall Skule and the Zone 5 crew who were recognized for their outstanding work in Fraser Hall. Fraser was one of the buildings at the bottom of the customer satisfaction ratings list at the beginning of the CPII. Since Marshall and crew put the CPII in place, the Fraser Hall staff satisfaction rating has sky rocketed. In fact, the Fraser Hall staff is so satisfied; they threw Zone 5 a party to celebrate. You can read all about it on page 8.

Kudos to Rob Tunell and the crew in the Quality and Work Control Center. This group provides an excellent example of the success every area in FM can experience in achieving the goals of our reorganization. You can read about this on the front page. Rob, Mickey, Jen, Damian, Thad and Erin have experienced first hand the challenges created by the reorganization. They all are adjusting very well to their new positions.

Congratulations to Bob Uphus and the BSAC crew. They have met the high standards of the Underwriters Laboratories Inc. This third-party certification recognizes BSAC for being in compliance with the Underwriters Laboratories' requirements for central station processes, documentation, equipment and physical structure. You can read more about this on page 7. As we continue with the reorganization, you can see that the plan is quickly

making its way from the paper it is printed on to personally affecting each and everyone one of us. While it is a very exciting time in our organization, I understand that there is a lot of change happening in a very short period of time. I know this can be unsettling and may cause some of you to question whether or not the right decisions are being made.

The decisions that are made in this reorganization require a lot of thought and careful consideration. FM management has and can not walk through this reorganization alone. First and foremost, we relied on the input we received from every FM employee to put this plan together. Many of you submitted comments and suggestions and have participated in focus groups that helped us to determine our goals and objectives and what we need to do to achieve them. Now that the plan is finished, our work to implement it has begun. The plan calls for a lot of change and with that change, there are many decisions that need to be made.

In an effort to make decisions that will best support our organizational needs, we have incorporated involvement from some of our business partners. Vice President O'Brien continues to offer her guidance and support of the plan. University Services Human Resources and Central Human Resources have been involved in the retirements, layoffs, hiring and placement of personnel. They have also helped us to involve individuals from both the academic community and the private sector in our job interview panels to ensure that we follow a fair process and place the right people in the right jobs. President Bruininks, members of the Expert Panel, the Board of Regents and many of our customers have reviewed our plan and have given us their support of our goals and objectives.



I am confident that the decisions made will position FM to achieve our goals, and to provide high quality service to the University community. Undoubtedly, the transition to our new organization will not be a smooth one. We have already encountered a few bumps in the road and expect that there will be more. That is why we need everyone to be patient and flexible, to come to work with energy and enthusiasm and to embrace the challenges this new organization places before us.

If there is something that you don't understand or agree with, I ask you to contact your managers or supervisors to discuss your concerns. To make it easier for you to share your questions and concerns and to allow you to submit your questions and comments anonymously, a Question, Comment and Suggestion box has been placed by the Communications Board in each zone. You can drop your questions, comments or suggestions in the box. If a box is not accessible to you or if you prefer, you can send your question via interoffice mail to: Ask Us, 300 Donhowe Building; E-mail them to: [info@facm.umn.edu](mailto:info@facm.umn.edu); or call Jenn at x5-3466.

Beginning Friday, July 18, you will receive a weekly newsletter each Friday morning, available online at [www.facm.umn.edu](http://www.facm.umn.edu) and via Groupwise e-mail. The newsletter will address all questions, comments and suggestions received and will also keep you up to date with the latest reorganization information.

Thank you for your continued patience and hard work. Everyone is doing an outstanding job of moving our organization forward.

# Reorganization Updates

## Building Services News

### **Building Services Director Update:**

The search for a Building Services director is being re-opened. Steve Spehn is currently working with University Services Human Resources on the search process. Pipeline will continue to keep you up to date on the activity of the search.

In the meantime, Ruthann Manlet, training supervisor, will be assisting Steve Spehn with the administration and management of the Building Services Unit.

### **Custodial Areas Reassigned:**

Effective Monday, April 14, custodial areas will no longer be identified by zone. They will now

be known by letter. Zones 1 and 4 will combine and are identified as Area A. Zone 2 and the Zone 5 area west of Pleasant Street is Area B. Zone 3 is area C and Zone 6 and the Zone 5 area east of Pleasant Street will be known as Area D. More information on these areas will be available in future issues of Pipeline.

## Rob Tunell Named Quality and Work Control Center Manager

On Monday, June 16, Rob Tunell began his appointment as the Quality and Work Control Center manager. Rob is responsible for the implementation and the management of the Quality and Work Control Center.

Rob began his career with the University as a maintenance and operations mechanic/scheduler at the University of Minnesota Hospital and

Clinic in 1988. He joined FM in 1994 as a maintenance planner/scheduler in Zone 3. Rob was appointed an operations supervisor in 1996, became a shift supervisor in BSAC in 1997, was moved to Zone 3 as a shift supervisor in 1999, and became a facilities manager in June of 2002.

In his nine years with FM, Rob has accumulated a wealth of knowledge

of all FM operations. As we go to print, Rob already has the Quality and Work Control Center up and running. You can read more about the success of this group on the front page. The timeliness of the Quality and Work Control Center's implementation is an excellent example of Rob's effective leadership. We wish him the best of luck in his new position.

## Quality and Work Control Center Agents Named

Erin Anderson, Mickey Billings, Jennifer Berg, Damian Kastbauer and Thad Olson are the new Quality and Work Control Center agents. These five individuals will assist manager Rob Tunell in delivering quality service to FM customers and employees. You can read about the Quality and Work Control Center on the front page.



## Zone Administrators Named

Congratulations to John Haw, Marilyn Otubushin, Chantelle Swanson, Karen Collins, Orin Hanson, Charles Erickson and Rick Friebe. They have been named zone administrators. This position manages and provides administrative support to the Zone operation.

John Haw has been assigned to Zone 1, Marilyn Otubushin will be in Zone 2, Chantelle Swanson and Karen Collins will be in Zone 3, Orin Hanson will be in Zone 4 and Charles Erickson and Rick Friebe have been assigned to Zone 5.

# Six Employees Say Goodbye

This month FM said goodbye to Betty Moses, Betty Thomas, Jann Nelson, Ed Fisher, David Chung and John Michels. Recognition receptions were held to honor their years of service.

On Wednesday, June 4, a crowd of people gathered in the Food Stores break room to say goodbye to Betty Moses, a CSR in Zone 4. "Ma Moses," as she was affectionately referred to by friends and family members, celebrated her 28 year career with FM. "Whenever there was a Safety meeting, Betty would always snag two cinnamon rolls. One for her, and one for me," recalled Steve Pauling, manager of Zone 4. "She was always thinking and caring about others." Betty's husband Joe, her children, granddaughter and many friends attended the celebration. Everyone took a turn at sharing a special story about Betty, but it was Joe who had the last word when he stated, "I look forward to having Betty at home and sharing our time together."

On Wednesday, June 25, David Chung's wife Barbara drove him to the St. Paul facilities office for

one of the last times. Barbara has been bringing David to work each day of his 34 year career with FM. At a reception celebrating David's career, he thanked all of the people he has

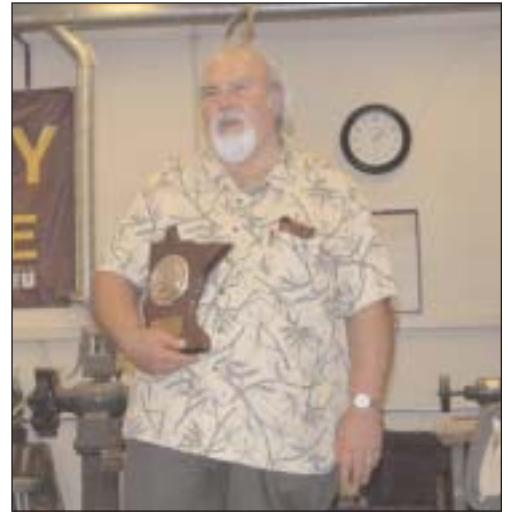
worked with and told everyone to, "keep up the good work." After Bill Chose presented David with a plaque honoring his years of service, David

proudly raised the plaque for everyone to see. He then mentioned, "We are all here for the same thing, to support the students, faculty, staff, and of course, Bill Chose!" David's candor and comedy most certainly will be missed.

20 years ago, John Michels came to FM and worked as a mechanic at the St. Anthony Falls hydraulic lab. John retired as an operations supervisor and said goodbye to FM at a reception held on



BETTY MOSES



JOHN MICHELS

Thursday, June 26 in Zone 3. Bill Chose and Sam Talbert presented John with a plaque for his years of service. There was no need to ask John how he would be spending his retirement. The hundreds of photographs of beautiful children that filled every side of John's cube make it obvious that there will be some quality time spent with his grandchildren.

Betty Thomas, a CSR from Zone 6, announced her plans to retire weeks before her celebration was held on Thursday, June 26. In the days between her announcement and the reception, Betty reminded manager Rob Tunell often of her excitement to receive FM's recognition plaque. When the time finally came to say goodbye to Betty and present her with the plaque, Rob realized that he had not placed an order. As always, Jerry Meissner and the crew in the sign shop stepped in and saved the day and Betty had her plaque when it was expected. Rob thought this incident had gone unnoticed and that everything was



DAVID CHUNG

# Goodbye's *continued from page 4*



BETTY THOMAS

o.k. until Betty, always aware of what is going on, called Rob on his absentmindedness. Rob stated that he "didn't want to say goodbye." The plaque wasn't the only gift Betty received from her time with FM. Customers in the Architecture Building had phoned in a work order about a mouse in their area. Betty took their information to write up the work order and ended the call by saying, "don't worry, it won't eat much." As a parting gift, the Architecture group presented Betty with a pet mouse to take

with her as a reminder of their special situation.

Zone 6 also honored Jann Nelson for her 23 years of service in FM. Jann, who started her career working in the Donhowe Shops Building in the central call center, remembered hand writing work orders, sorting them and delivering them to the shops. As the call center functions moved out to the zones, Jann changed with the times, constantly keeping up her excellent attitude and work ethic. "Jann is an outstanding individual," says Rob Tunell. "When you walked into the Zone 6 office, you were always greeted kindly and professionally by Jann and Betty Thomas. They made it clear that Zone 6 was a great place to work!" Announcing her retirement was not the end of Jann's work in FM. She took a leading role in the focus group that planned the Quality and Work Control Center. Jann's contributions to FM will be noticed for many years to come.



JANN NELSON

On June 27, Zone 5 celebrated the career of Ed Fisher. While presenting a recognition plaque to Ed for his many years of service to FM, Marshall Skule, manager of Zone 5 joked, "Ed has been here a long time. He was a member of the very first fire clean up crew and that was back when Old Main burned down in 1906!" Ed spent 23 of his 37 years at the University with FM. Now that Ed is no longer focused on facilities operations, he will spend his time making wine and enjoying his numerous other hobbies.

We are saying goodbye to a group of individuals who have shared their talents with our organization for many years. Betty, John, Betty, Jann, Ed and David will be missed.



ED FISHER

## JUNE Safety Team of the Month

The team of Jacob Wells, Mark Loesch, Mark Belting, Sean Gabor, Derek Williams, Steve Gulczinski, Tyler Treichel, Dave Klaustermeier and Jim Chartrand, is being recognized for their maintenance efforts within the safety arena for the month of June. This team participated in the recent revision of the FM New Employee Orientation Safety video. This video provides an overview of one of FM's core values, safety. The revision was necessary to achieve the goal of continuous improvement and to remain current with regulatory and program changes. This team assisted on the delivery of these new updates in an easy to understand format that captures the every day activities of FM's operations. This team of professionals provides another excellent example of FM's mission to provide a healthy and safe work place.



**PICTURED (LEFT TO RIGHT):** JACOB WELLS, MARK LOESCH, MARK BELTING, SEAN GABOR, DEREK WILLIAMS, STEVE GULCZINSKI AND TYLER TREICHEL  
**NOT PICTURED:** DAVE KLAUSTERMEIER, JIM CHARTRAND

## Microsoft Software Campus-wide Agreement

The University of Minnesota has notified all Campus technology centers of a new agreement with Microsoft for the delivery of product licensing. This agreement provides ALL computers on Campus (not in your home) with access to the software listed below. It is VERY IMPORTANT for all software purchases to be coordinated through FM/IS to assure that you are not paying for software that the University has already purchased for Campus use.

The agreement becomes effective on July 1st, 2003. Any purchase of the software or licenses on the list below prior to July 1st, 2003 are completed "agreements" and price paid cannot be refunded.

The text of the message we received is noted here:

"On Friday, June 13 the Board of Regents approved an agreement between the University of Minnesota and Microsoft Corporation to provide a suite of Microsoft's most popular software for use on computers that are owned by the University of Minnesota. Academic & Distributed Computing Services (ADCS) and the Office of Information Technology (OIT) will be administering this license. The starting date for this license is July 1, 2003 and the University is committed to a 3-year term for these products.

The software that is available through this agreement includes the following:

- Windows operating system upgrades
- Microsoft Office XP Professional
- Microsoft Office for Macintosh
- Front Page
- Publisher
- Visual Studio.net
- All Windows Client Access Licenses (CALs) including SQL CAL

PLEASE NOTE: It is important that departments not purchase this software through any other means. Licenses for these products have been paid for already and the software may be used legally on any computers that are owned by the University of Minnesota. Separate purchases are unnecessary and wasteful."

More details about the agreement are available at this page: [www.umn.edu/adcs/site/MSagree.html](http://www.umn.edu/adcs/site/MSagree.html)

Please contact System Support at 5-1830 ([helpdesk@facm.umn.edu](mailto:helpdesk@facm.umn.edu)) or Jim Bailey at 6-7896 ([baileyj@facm.umn.edu](mailto:baileyj@facm.umn.edu)) if you have questions about acquiring software for your Campus Workstations.



## BSAC Receives Underwriters Laboratories' (UL) Certificate of Compliance

BSAC, the University's Building Systems Automation Center, has received the Underwriters Laboratories' Certificate of Compliance for Central Station monitoring. This third-party certification recognizes BSAC for being in compliance with the Underwriters Laboratories' requirements for central station processes, documentation, equipment and physical structure.

BSAC is the University's primary contact for facilities related emergency response for the Twin Cities and the Duluth campuses. BSAC operates in a broad building systems environment that is subject to rapid technological and operational

change. Resources are assigned to meet changing service requirements. BSAC personnel optimize equipment operation and monitor building systems including: fire alarms, HVAC equipment, electrical and steam utility systems, elevators and critical research, 24 hours per day, 365 days per year.

The UL certification process included an audit of BSAC's entire operation. "This audit process has improved our overall level of service," says Bob Uphus, manager of BSAC. "The UL standards motivate us to adhere to the highest level of standards for a central station monitoring that is nationally recognized." BSAC has always set a high standard for fire and life safety

and for the protection of University property, University research and the entire University community. According to Uphus, "It is our goal to achieve UL certification annually."

Underwriters Laboratories Inc. lists the BSAC central monitoring station in its directory for Central Station Protective Signaling Services. Harvard University is the only other University in the nation to have a UL listed central station for its facilities. The Certificate of Compliance information is summarized in UL's annual Product Directory, and included in their database, both of which are utilized by local Authorities Having Jurisdiction.

### GOOD BYE PRISCILLA MECKLEY

ON THURSDAY, JUNE 12, 2003, PRISCILLA MECKLEY SAID GOOD BYE TO THE UNIVERSITY. SHE ANNOUNCED HER PLANS AFTER FM INCLUDE SETTING SAIL FOR THE BRITISH ISLES. BEFORE SHE BOARDED FOR HER JOURNEY, A RECEPTION WAS HELD TO WISH HER WELL ON HER FUTURE ENDEAVORS.



### Congratulations to Mike Jensen, Facilities Construction

Mike Jensen, a student employee in Facilities Construction, is a member of the University's Solar Car Team. The team recently won the Formula Sun Challenge in Topeka, Kansas. That event has qualified the team for the American Solar Challenge. This is a cross country race that goes from Chicago to Los Angeles. Mike is a Senior Electrical Engineering major in the Institute of Technology and has put in literally hundreds and hundreds of non credit volunteer time to help make the team a success.

You can read more about this very exciting and successful team on their web site at [www.umn.edu/umnsvp](http://www.umn.edu/umnsvp) and more about the solar challenge on its web site at [www.americansolarchallenge.org](http://www.americansolarchallenge.org).



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### Zone Administrators *continued*

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Some of the zone administrator duties include: managing zone assets, parts and preventive maintenance procedures; supervising stores operation staff; participating in the supervisory on-call rotation and filling in for Operations Supervisors as needed; developing customized zone operational reports; and administering vendor contracts.

We wish them all the best in their new positions.

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### Zone Managers Reassigned

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Effective Monday, July 14, 2003, FM will operate five zones instead of six. As a result, work assignments and areas have been reorganized. The new zone manager assignments are as follows: Sam Talbert, Zone 1 - St. Paul; Ben Ystenes, Zone 2 - West Bank; Marshall Skule, Zone 3 - Health Sciences; Bill O'Neill, Zone 4 - Campus Zone; and Steve Pauling, Zone 5 - East Bank.

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## Zone 5 Recognized by Fraser Hall

On Wednesday, June 18, 2003, the employees of Fraser Hall hosted a recognition reception for FM employees in Zone 5. The reception, organized by Kris Wright, director of Student Finance Administration, was held to thank the FM crew for their outstanding work in keeping the facilities clean and comfortable for all who work in Fraser Hall.

This party was no ordinary cake and coffee reception. The Fraser Hall crew pulled out all the stops! The idea for the party came from Dan Delaney, One Stop Counselor. Kris Wright prepared a personal invitation for each FM staff member and Kathleen Kronebusch, Executive Student Personnel worker, crafted 3 magnificent cakes, one large one in the shape of the letter M. While enjoying a piece of cake and some punch, Kris Wright presented Marshall Skule, manager of Zone 5 with a very large thank you card signed by Fraser Hall staff. As the card was being passed around for everyone to read, Christopher Peterson, Fiscal, broke out into a special thank you song.



# THE BACK PAGES

## Mailbag

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**TO:** Jim Bossert, Zone 1  
**FROM:** Patrick T. Redig, DVM, Ph.D., Professor and Director of the Raptor Center - SACS

Good day, Jim:

Thanks to you and Steve for coming to the meeting at the College of Vet Med this morning. Time and circumstances didn't really give me an opening, but I wanted to express my thanks to you and all the FM employees who have tended to the affairs at The Raptor Center over the years. I think the service has been terrific, the people have been courteous and accommodating, and I've always felt they have bent over backward to respond to our requests for special cleanings and floor care prior to major events at this facility. So, a big thanks to you and good luck with all of your restructuring.

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**TO:** Kathleen O'Brien, Vice President for University Services  
Steve Spehn, Associate Vice President  
**FROM:** Jeffrey Kimpton, Director of the School of Music

Kathleen and Steve,

I wanted to send along my thanks, along with those of the staff and the faculty of the School of Music and Ted Mann, for your prompt consideration of my request for support of the railing and lighting project for the 4th Street sidewalk to Ted Mann. Steve was here quickly after receiving my letter, and now Bill O'Neill and Tom Ritzer have been great about bringing the project to completion. Bill is always a real advocate for the School of Music, whether with or without funds, but his help in bringing this to completion is invaluable.

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**TO:** JoAnn Russell, Zone 3  
**FROM:** Eveline Raatgever, Department of Surgery, Division of Critical Care/Nutrition Medical School

I'm sending you this note to show our appreciation for Pierre Arnell. Undoubtedly you are aware of his very pleasant personality. Besides getting 'the job done' we would like to make a special mention of his friendliness. You don't see very often a person who truly takes his job seriously and makes a special effort to make a difference.

As you probably know, my office is right next to the ladies room. Pierre had requested an air freshener, without me even asking for it. I hadn't even given it a thought. I believe that this was very considerate. He always makes small talk with the people who work on our floor and because of that it's a pleasure to see him. I wanted to make sure that his kindness and thoroughness is recognized.

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**TO:** Tom Kumpula, Steve Olson & Zone 2 Custodians  
**FROM:** Sharon Folk, Administrative Director of Library Facilities

Kim and Mark did a FANTASTIC job cleaning the floor in Wilson Library basement south BR/GPL area!

The area had ranges of shelving for the last 10 years. Monday when the shelving was removed the floor had horrible rust stains, dirt, and grime. We accepted the fact that the rust had probably stained the tile and rust color would be

*Continued on page 10*

# THE BACK PAGES

## Mailbag



there forever. While the rust stain was impossible to remove on some areas, the floor shines. What is most wonderful is the portion of the area that will now be used as a public walkway is once again clear, clean-no rust marks. Thank you very much for the time and effort put into making the Library Public area attractive.

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**TO:** Jerome Malmquist, Energy Management  
**FROM:** H. Ted Davis, Regents Professor and Dean, IT

Thank you for contributing your time and expertise to the University of Minnesota Institute of Technology's mentor program. The effects of your commitment to developing the talents of science and engineering students extend beyond the students. Your volunteerism has helped strengthen ties between the University and the business community, reflecting well not only on you but on your employer, University of MN - Facilities Management.

I hope that you have also gained from the experience - in the satisfaction that comes from bringing your professional talents and experiences beyond the walls of your office, connecting with bright young minds, and giving back to the University community.

Collectively, this year's mentors donated approximately 1700 hours of their time to work with tomorrow's leaders in science and engineering. Your individual contribution to that effort has been invaluable.

Thank you very much.

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**TO:** Ruthann Manlet, Training Supervisor  
James, Zone 2 1st shift Custodian  
**FROM:** Deb Savage, Carlson School of Management

Please read the message from the Dean of the Carlson School of Management. West Bank Facilities Management did an outstanding job of completing our maintenance and custodial requests. Thank you very much for a job well done!!

**FROM:** Larry Benveniste, US Bancorp Professor of Finance & Dean, Carlson School of Management

To All:

Last night's event was more than an alumni reception. It was a true community building event. Almost every area in the school was well represented. It was also a wonderful illustration of what great people we have and what we can achieve when we work together across programs and departments. Our alumni raved about our faculty, our programs, our building, and the positive feeling overall was obvious. On behalf of our school, I want to thank everyone. Our confidence and pride in our school are contagious.

Thank you.

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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](http://www.facm.umn.edu).

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