

PIPELINE

Keeping Facilities Management Employees Informed

September 2005

FM works toward new strategy for delivering service

This summer, vice president Kathleen O'Brien and associate vice president Steve Spehn visited FM staff meetings to discuss President Bruinink's Strategic Positioning Plan and what this means for University Services and specifically for FM employees.

President Bruinink's goal for the university is to become one of the top three public research universities in the world within the next decade. In support of this goal, FM's job is to make the university work. This means we need to continue to provide high quality and cost effective services that support teaching, research and learning at this important institution.

To this end, FM is working on a new strategy for delivering service that is based on a "property services" model. This model will align FM with the goals of University Services:

1. Provide the services and facilities necessary for the academic enterprise to function.
2. Provide a well-maintained, attractive and highly functional campus.
3. Promote a safe and secure environment for the University Community.
4. Engage and partner with customers to define and provide the right services, at the right time, at the right costs.
5. Maximize opportunities for the people of the U to grow, develop and contribute.
6. Foster an enterprise with a culture committed to excellence, integrity, accountability, stewardship, and continuous improvement.

The ultimate goal of the property services initiative is to provide the campus community with one contact for all their facilities needs.

To realize this goal, we need the participation of each and every FM employee. At the staff meetings, vice president O'Brien's message to all FM employees was this: If you think a better organization is possible – if you see room for improvement, now is the time to step up and make it happen.

Associate vice president Steve Spehn has assembled a team of FM employees to help lead the property services initiative project. The members of this team are: Bill Chose, Grant Clavelle, Jerome Malmquist, Ruthann Manlet, Steve Pauling, Jenn Rowe, Steve Spehn, Sam Talbert and Shari Zeise. This team is currently spending 8 – 16 hours of work time, in addition to their

regular duties each week, working to move this project forward. But, they cannot do this work alone. In addition to asking for input from every FM employee, the group has interviewed identified experts in the property services and facilities management field and will be asking them to share their knowledge and experience with us.

During the next few months, you will be hearing much more about the property services initiative – what it is all about and how you can continue to be involved. In the meantime, please share your questions, comments, and suggestions for improvement or change with any member of this work group.

Property Services Work Team

<u>Name:</u>	<u>Department:</u>	<u>Phone:</u>	<u>E-mail:</u>
Bill Chose	Operations	x6-1029	(choseb@umn.edu)
Grant Clavelle	BAS	x6-1042	(clavellg@facm.umn.edu)
Jerome Malmquist	Energy Management	x5-3438	(malmquij@facm.umn.edu)
Ruthann Manlet	Building Services	x4-4588	(manletr@facm.umn.edu)
Steve Pauling	Zone 5	x5-8596	(paulings@facm.umn.edu)
Jenn Rowe	Communications	x5-3466	(rowej@facm.umn.edu)
Steve Spehn	AVP	x6-1091	(spehns@facm.umn.edu)
Sam Talbert	Zone 1	x4-6276	(talberts@facm.umn.edu)
Shari Zeise	Finance	x5-9429	(zeises@facm.umn.edu)

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What's Going on in FM...

Steve Spehn, Associate Vice President



As vice president O'Brien mentioned at our staff meetings this summer, the University of Minnesota is undertaking a major transformation to become one of the top three public research institutions in the world in the next decade. As part of the transformation process, two strategic plans have been developed by the University identifying recommendations for academic and administrative improvements and changes. These plans have a significant impact on FM.

Recognizing the role we need to play in supporting this transformation, FM will be transforming the way we deliver our services to our customers. As you will read on the front page, we are currently in the planning phase of a Property Services Initiative. This initiative will be our number one priority here in FM and to make this a success we will need the participation of every FM employee. As we move forward

in our work on this project, I will be communicating with you often. In the meantime, if you have questions, comments or suggestions for this initiative, please contact me or any of the members of the Property Services work team.

The start of the new semester is always a very busy time in FM. As you will read in this issue of Pipeline, there is much going on. Thank you to the Business and Application Support group for their work in upgrading COMPASS to make it more efficient and customer friendly. You can read about the plans for the latest COMPASS upgrade on page 5. Also, thanks to everyone who is working with Sightlines on our benchmarking and measures project. This project will help us to measure the efficiency and effectiveness of our work and will tell us where we stand in comparison to our university peers. We

will use this information to help us as we transform our service delivery model. You can read more about the Sightline's project on page 5.

October is almost here, and that means it is time for the University's Community Fund Drive. I hope that each of you will take the time to participate in this important event. You can learn how to get involved on page 4.

Thanks to everyone for another successful start to the new school semester. Your hard work in providing a clean and comfortable campus is very much appreciated!

Building Systems Automation Center (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 is the third year in a row that BSAC has been recognized 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.

University News

Editor's Note: University News is reprinted from Brief, the official U of M staff and faculty weekly news digest. Brief is available on the Web at (www.umn.edu/urelate/brief).

Open Enrollment Preview Sessions on New UPlan Medical Options for 2006 will be sponsored by Employee Benefits, Aug. 23 to Sept. 30. 12 - 1 p. m. Every one will need to make an online selection during open enrollment this fall. Plan options for Medica will be the new low-cost plans throughout the state. Representatives from Medica, HealthPartners, and RxAmerica will attend to answer questions. UMTC sessions will be: St. Paul Student Center, theater, Aug. 23, Sept. 16 and 21; Johnson Great Room, McNamara Alumni Center, Sept. 9; theater, Coffman Union, Sept. 23 and 30. One session, 2 p.m. - 3 p.m., will be held at 1300 South Café, West Bank Office Building, Aug. 25. An interactive TV session for all the campuses will be held Sept. 13, 12 -1 p.m., with limited seating in 215 Donhowe, UMTC. Sessions at UMC, UMD, and UMM are being scheduled. For more information, watch (ecommunication.umn.edu/t/10090/46622/46103/0/).

TRANSFORMING THE U. Chairs and members of more than 30 task forces, charged with developing strategic positioning recommendations to make the U one of the top three public research institutions, will convene for the first time Sept. 16. Names of task force chairs are now posted on the Web. For more information, see (ecommunication.umn.edu/t/10474/46622/47483/0/).

The Board of Regents approved a \$2.08 billion U operating budget for fiscal year 2006 in a special meeting June 27. Tuition and fees will increase 7.5% for 2005 – 2006. The budget, presented to the regents June 10, include \$87.5 million in new investments to support the U's strategic positioning plan. For more information, see (ecommunication.umn.edu/t/9536/46622/47215/0/).

IMPROVEMENT SPOTLIGHT: CLASSROOM SPACE. Last year, the President's Emerging Leaders program set a team to work on the challenge of putting UMTC's 50,000 students in 24,000 existing classroom seats. Their recommendations are now on the way to implementation. Read the story in UMNnews at (www1.umn.edu/umnnews/Faculty_Staff_Comm/Office_of_Service_and_Continuous_Improvement/Emerging_leaders_take_on_space.html).

Government Relations Update: The most recent issue of the Legislative Updates includes a summary of the 2005 Minnesota Legislature's session, a preview of the 2006 capital bonding request, and a federal issues update. For more information, see "Network News" at (ecommunication.umn.edu/t/10090/46622/47372/0/).

Civil Service Committee Update: Departing chair Dorit Hafner provides a year-end review and introduces new chair Matt Bowers. To read the update in UMNnews, see (ecommunications.umn.edu/t/9706/46622/47257/0/).

Parking and bus pass rates for 2005 – 2006: Public parking rates at the U will stay the same, while contract parking rates will rise about 3% or \$1.78 per month. The off-peak parking program has changed with adjusted standard and evening times. U-Pass (a semester bus pass for students) and Metropass (a monthly pass for U employees) will increase from \$55 to \$60. For more information, see "Hot Topics" at (ecommunication.umn.edu/t/9706/46622/26502/0/0).

Years of Service Recognition

FM and CPPM employees who have reached years of service milestones in July and August 2005.

5 Years

Mohamud Mohamed Abdi
Monty Hoefflin
Thomas Hynes
Brian Johnson
Tahir Nure
Terel Phillips
James Roney
Fosiya Shireh
Yisak Waldeab

10 Years

Karen Eliseuson
Gerald Stang
Robert Stang

15 Years

James Dawson
Joanne Fillmore

20 Years

Michael Nagel
William Oneill
Richard Ramberg

25 Years

James Harrity
Steve Peasley

30 Years

George Pasek, Jr.
Richard Rosecke

35 Years

Donald Steahl
Donald Yeats
Marilyn Zenzen

Zone 3 Adopt-a-Planter Update

The Zone 3 Adopt-a-Planter program has been very successful in customer service and building beautification, but especially has demonstrated the teamwork that is evident in zone 3. The story in the June issue of *Pipeline* forgot to mention some of the most important team members and the Adopt-a-Planter committee would like to recognize these talented individuals. Steve Wuollet, carpenter extraordinaire, created and built the beautiful planters to ever changing specifications. Not only did his talent and creativity show in the planters, but his strength and great customer service skills were instrumental in delivering the planters to happy departments. Steve Koppen and Dave Keillen, zone 3 painters, were able to juggle their schedules to include the planters and beautifully stained and varnished them so they could be delivered when promised. Finally, in sadness, we remember our friend Frank Ellwood. Frank set up the standards for the project, but he was tragically killed on April 9th. We miss him and value his contribution.



DESIGNED BY PAUL GILL, SIGN SHOP

Help Wanted: Volunteers for the Annual Community Fund Drive

FM is seeking leaders to help make this year's Annual Community Fund Drive a success. Alston Dutchin, Zone 5 mechanic and Marshall Skule, Zone 3 manager, have stepped up to lead the FM campaign. But, they cannot do it alone!

Participating in the Annual Community Fund Drive gives employees an opportunity to gain leadership experience. It is also a great way to meet or get to know the people in your work unit and from other areas of the University. It is also a wonderful opportunity to help make a difference in the Twin Cities community.

Volunteers are needed from each FM business unit to help deliver information packets, create and distribute flyers, plan and organize events, answer questions and HAVE FUN!

If you would like to volunteer or if you have questions about the Community Fund Drive, contact Jenn Rowe at x5-3466 or (rowej@facm.umn.edu).



Memorial Blood Centers October Blood Drive

University Services will be hosting a BLOOD DRIVE through Memorial Blood Centers on Wednesday, October 5, 2005 from 9:00 a.m. - 12:00 p.m. The bloodmobile will be located in the DONHOWE BUILDING PARKING LOT (adjacent to the building) at 15th Avenue S.E. and University Avenue S.E.

Registration times are available in 10 minute increments starting at 9:00 a.m. (9:00, 9:10, 9:20, etc.)

To sign up please e-mail Sunni Cohoes at (cohoess@facm.umn.edu) or call 612-624-1536. Please include the following information:

FULL LEGAL NAME (FIRST, MI, LAST):

MONTH AND DAY OF BIRTH (I.E. 9/7):

WORK/DAY TELEPHONE NUMBER:

UNIT THAT YOU WORK FOR (I.E. CENTRAL SECURITY):

CAMPUS MAIL ADDRESS OR E-MAIL (for reminders to be sent out):

IF YOU HAVE PREVIOUSLY DONATED WITH MEMORIAL BLOOD CENTERS:

REQUESTED TIME THAT YOU WISH TO DONATE:

Thank you on behalf of Memorial Blood Centers of Minnesota! This will be the final blood drive for 2005... coming soon 2006 Blood Drive dates!!!

Invitation for Comments for the University of Minnesota, Twin Cities' Accreditation

The University of Minnesota invites written comments from the public regarding the Twin Cities campus for evaluation by its regional accrediting agency. These comments will be used by an evaluation team from the Higher Learning Commission of the North Central Association of Colleges and Schools in its comprehensive accreditation review of the Twin Cities campus from October 31 to November 2, 2005. The team will review the institution's ongoing ability to meet the commission's criteria.

Comments may be submitted via letter, electronic comment form, or e-mail to the commission below:

Public Comment on the University of Minnesota, Twin Cities
The Higher Learning Commission
30 North LaSalle Street, Suite 2400
Chicago, IL 60602-2504
Comment form: (www.ncahigherlearningcommission.org/thirdparty)
E-mail: (info@hlcommission.org)

Comments must address substantive matters related to the quality of the institution or its academic programs. Comments must be signed and in writing and cannot be treated as confidential. All comments must be received by October 1, 2005. Further questions about the accreditation review may be directed to:

John Ziegenhagen
Director, University Accountability
Office of Planning and Academic Affairs
(ziege006@umn.edu)
612-626-8711

COMPASS upgrade near completion

FM's Business and Application Support (BAS) unit is nearing the completion of a Web upgrade for COMPASS. The upgrade will move COMPASS from a client server to a Web enabled system that will eliminate the need for memory space on the client server. The upgrade will streamline business processes and provide a user-friendly and

efficient site that will be created with user involvement.

The process began with three focus groups attended by 26 FM customers. The customers provided feedback on the current COMPASS system by presenting specific thoughts and ideas on how they would

like the system to work. These ideas were considered when updating FM's COMPASS Web site.

In late August and early September, customers reviewed the final product and gave the upgrade rave reviews. The upgrade is scheduled to go live on October 10, 2005!

FM participates in measure and benchmarking survey

FM is participating in a measurement and benchmarking survey conducted by Sightlines Facilities Asset Advisers. Sightlines will be assisting FM in compiling information that will help us to: Understand the historical patterns of facility investment, maintenance and annual stewardship; Define specific objectives that best support our program; Benchmark objectives with

comparable institutions to provide context and credibility to the objectives defined; Measure service and customer satisfaction through a review of services processes, space inspection and Sightlines' web-based customer survey tool; Set tactical plans to reach the defined objectives; Measure performance; and Identify potential cost savings.

In addition to providing us with important measurement and benchmarking information, Sightline's will be asking our customers for their feedback on our services. Results of the Sightlines survey will be reported in future issues of the Pipeline.

July & August New FM Employees

Michael Akers	Landcare	James Jacobsen	Construction	Mark Ryan	Landcare
Hodo Ali	Bldg & Grounds	Jay Johnson	Construction	Andrea Sandberg	Area C
Matthew Altstiel	Landcare	Lowell Johnson	Construction	Jerome Schmitt	Construction
Gail Bahner	Sign Shop	Paul Ketelhut	Zone 2	Kyle Schott	Landcare
Steven Banyai	Construction	Holly Ketz	Construction	William Scott	Construction
Jessica Bills	Landcare	Michael Kromrey	Construction	Chris Sievert	Construction
Paul Conley	Elevator	Jayeum Kwon	Finance	Adam Simone	BSAC
John Crea	Bldg & Grounds	Patrick Latham	Construction	Cory Smigleski	Construction
Peter Degeus	Construction	David Lipinski	Construction	Joseph Steen	Construction
Travis Daggy	Construction	Scott Marshall	Construction	Carl Suomala	Construction
Angela Eichstedt	Landcare	Melvin McAbee	Bldg & Grounds	Samuel Timmreck	Landcare
Troy Eiklenborg	Construction	John McCabe	Construction	Robert Torno	Construction
Mark Ellson	BSAC	Ryan McElrath	Landcare	Jason Trask	Energy Mgmt
Juan Espinoza	Construction	David McNabb	Construction	Robert Turner	Construction
Molly Fitzgerald	Landcare	Nathaniel Moore	Construction	Bradley Vanos	Construction
Paul Follmer	Construction	Monte Mortrud	Construction	Nicholas Vaughn	Landcare
Paul Gonia	Construction	Joel Myhr	Construction	Robert Welter	Construction
Randall Griffin	Construction	Wayne Nord	Construction	James Westrup	Zone 1
Mitchel Grondahl	Construction	James Pajak	Construction	John Williams	Safety
Thomas Guyn	Landcare	Diogenes Perez	Construction	Donna Yang	Administration
Daniel Harp	Construction	Bruce Podvin	Zone 3		
Saredo Hassan	Bldg & Grounds	Tori Prescott	Construction		
Sarah Herrin	Construction	Keith Prestegard	Construction		
Jason Hertz	Landcare	Karen Ricards	Landcare		

Mailbag



TO: Steve Spehn, associate vice president for Facilities Management
FROM: Kevin Ross, CPPM owner's representative
RE: Translational Research Facility: FM Involvement

Steve,

I just wanted to take a moment to express my appreciation for the key role three Facilities Management units played in the success of the Translational Research Facility:

Tom Ritzer and the University Landcare folks did a spectacular job designing and implementing the landscape architecture of the building. All of their work was completed in time for the ceremonial grand opening on June 14, incredible considering the amount of rain we have had.

Brian Bode and the Sign Shop were also professional and efficient, completing their graphics installation in a timely manner.

Kevin Taylor and the zone 4 maintenance operations group have been critical in the commissioning of the building; performing inspections, identifying potential issues and training in preparation for taking over the building.

All three groups brought their talent and hard work to the project and share an integral role in the successful completion of the building. On time and on budget!

Thanks for the great service.

Mailbag



TO: Brent Roos, Area B operations supervisor
FROM: Gary DeCramer, director of the MPA Program
RE: Thanks to Joe Ruiz

I want to take this opportunity to recognize Joe Ruiz of the Facilities Management staff. Over my years here at the Humphrey Institute, I have gotten to know Joe, Michael and Tom from your staff as public servants who bring enthusiasm and a caring attitude to their work here in our building. Because I teach many of my classes in the evenings, I have seen each of them regularly. They offer friendly greetings, are helpful in making sure that our students and faculty can feel safe here in our building. They work with great pride and help us feel like we are all part of a great community.

I am especially grateful to Joe Ruiz. He cares for the second floor of the Humphrey Center and I see him giving his best everyday. On the afternoon of May 10, I left my office to attend a meeting on the St. Paul campus. When I got home, I discovered I had lost or misplaced a coin which I have carried with me as a reminder of a special friendship. The coin is an 1883 US silver dollar given to me with the instructions that I must carry it with me every day. I have carried that coin for years. I felt a great loss, but I felt I lost the coin due to my negligence.

Last week, I bumped into Joe. I had not seen him for weeks. Joe said, "Hey Gert (yes, Joe has given me a nickname), did you lose something?" I looked at him and he smiled. He had found my coin behind my recycle box when he was vacuuming my office.

Mr. Roos, we are all blessed by this man's honesty and caring nature. I have told lots of people here at the Humphrey Center about what Joe did for me. And, I wanted his supervisor to know that I am deeply thankful that we have people like Joe and his companions in our community. Thanks for this opportunity to tell my story about Joe.

TO: Scott Eichstadt, Area C shift supervisor
FROM: Richard Macy, Electromechanical systems specialist, Nanofabrication Center
RE: Walter Johnson

Mr Eichstadt:

I wanted to express my gratitude to Walter Johnson for the expedient response to my request for the cleaning of room 1-138. I believe he made an extra effort to oversee that everything was done fast, exactly as specified and with quality.

A new piece of equipment arrived weeks early, so I needed to have the job done to prepare for the installation and arrival of the factory service technician.

This was very helpful and was needed in order to have an area in which outside customers and other University department personnel will come up to use that is up to professional standards.

TO: Scott Eichstadt, Area C shift supervisor
FROM: Karen Kinoshita, College of Liberal Arts
RE: Area C custodial staff

Scott,

I wanted to be fair in mentioning all the recent "good" comments I've heard on the floor about the two new custodial night crew. Staff have been remarking on they've been seen vacuuming, replacing towels in areas that have been neglected. They're just doing a great job. Thanks from the second floor, Zone 5 for all the effort.

TO: Dave Kirschknoph, Area C operations supervisor
FROM: Mary Schultze, Pediatric Hematology/Oncology and Blood and Marrow Transplantation
RE: Ronnie, Bob and Dave, Area C

I have meant to do this before now, but I just have to tell you that your facilities people are great to work with when I need to set up 450 CCRB. Ronnie and Bob in particular and I think the third guy might have been Dave? Please thank them for me.

Mailbag

TO: Bill O'Neill, Zone 4 manager
FROM: John Sundsmo, Waste Management operations manager
RE: FM Call Center and Zone 4

I just wanted to give a quick note of thanks to everyone that assisted this morning. We had a power outage here, caused by the street project. This left us unable to function. We placed a call to the call center and in little more than an hour we were back up and running. I am not sure who called Xcel, but thank you.

Special thanks to the call center and zone 4's electrician. Kevin went through and checked our equipment for damage and said everything looked o.k.

Proof positive the system works. Thanks again to everyone involved.

TO: Zone 1 Facilities Management Custodians
FROM: Jane Phillips, College of Biological Sciences
RE: Waxing the floor in 210 Biosciences

I want to tell you how amazing you all are! I just came back from one and a half weeks at our biological station to find my office floor waxed. A casual observer might wonder how that is amazing, but you managed to pick up all my piles of papers, boxes, and equipment, wash and wax the floor and return everything to its original place. WOW!

That is definitely going above and beyond expectations but it is sincerely appreciated. My room may look messy, but has a definite organization to it. Your willingness to deal with my use of the floor as a filing system saved me hours of time.

I have also talked to Dr. Simmons next door and he was equally impressed and highly appreciative that you cleaned his conference room with the same attention to returning the room to its original state. Thanks for this and all you do for us.

TO: Kevin Taylor, Doug Vickers, Gary Combs, Ron Schumacher, Kraig Kahl, Kent Westcott, Greg Johnson, Steve Gulczynski, Tom Elton, Ray Doornbos, Rickie Campbell, Ron Kern
FROM: Kathleen O'Brien, vice president for University Services
RE: Thanks from Commander C.J. Altman at the Armory

Last week, I received a wonderful letter from Commander C.J. Altman at the Armory, thanking Facilities Management for their work in retrofitting an office for handicap accessibility. Commander Altman mentioned each of you by name, and wanted me to know how well the project was carried out.

In my job, I sometimes receive letters from happy customers who want me to know that University Services employees are doing good work. Yet rarely does someone take the time to write in detail. Commander Altman noted that the new wheelchair-accessible office is "air-conditioned, thoroughly cleaned, painted and wired with a new electrical outlet. Each manager, foreman, and tradesman involved in this project demonstrated the professionalism, expertise and diligence that we have come to expect from Facilities Management."

Receiving this letter made me proud to be part of this organization and grateful to have you on the job. Thank you for your work on this project, and for the excellent work that you do every day on behalf of the University of Minnesota.

PIPELINE STAFF

Jenn Rowe, editor 625-3466
(rowej@facm.umn.edu)

Aaron Strozinsky, designer 625-1522
(strozina@facm.umn.edu)

Communications Office
Facilities Management
300 Donhowe Building
319 15th Avenue SE
Minneapolis, MN 55455

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