

PIPELINE

Keeping Facilities Management Employees Informed

May 2006

Beautiful U Day 2006 Awards

Fourth annual Beautiful Classroom Award goes to...

Congratulations to Babatunde Oyedele and Daniel Pechmann! They are the winners of the fourth annual Beautiful Classroom Award for their work in keeping Anderson Hall looking fabulous. The award was presented during the Beautiful U Day awards ceremony.

The Beautiful Classroom Award was created in 2003 as a partnership between Beautiful U Day and the Office of Classroom Management. The award honors custodial staff members for providing the University of Minnesota students with classrooms that are clean and ready for use each day.

Vice president Kathleen O'Brien presented the Beautiful Classroom Award to Babatunde and Daniel with help from Steve Fitzgerald from the Office of Classroom Management and Ruthann Manlet, director of building services. Their names have been added to the traveling trophy next to Al Fors and Carlos Pinos, the winners of the first annual Beautiful Classroom Award, Jack Ciupik, Bruce Uphus and Gregory Wessels, the winners of the second annual Beautiful Classroom Award and Chris Duba, Brian Lutz, Elen Asfeday and Kevin Dean, the winners of the third annual Beautiful Classroom Award.



Also recognized were Mark Brinkmeier, Kevin Dean, Chris Duba and Lula Haile from Folwell Hall, Jerry Luiten, Juanita Dyar, Baboo Gunga, Jose Tionsgon, Alberta Avila, Tom Chock, and Kehinde Adedeji from Blegan Hall, Eric Schipp and Mitch Peka from McNeal Hall, Amal Muse and Fathia Abdi from Molecular and Cellular Biology, Dough McKay and TJ Mitchell from Murphy Hall, Nick Sinderman from Fraser Hall, Victoria Judkins, Paul Goclon and Jay Kuntz from Appleby Hall, Legesse Beshawu from the Classroom Office Building, Al Fors and Carlos Pinos from the Science Classroom Building,

Steve Stumne from Green Hall, Hubert Browne, Tsegaye Beddane, Abdi Dakbo, Ferewoni Hailemariam, Woldemichael Kifle, Seblewongel Negash, Georgia McClanahan, Desalegne Mengeshai, Dan Swenson and

Temernesh Yesuf from Carlson School of Management and Joel Jacobs, Christine O'Connor, Josh Ridlon, Cody Bonk, Celso Lozano, Jamison Mahto, Karen McLeer, Florencia Mende, Edna Norgard, Mike Riedleberger, Yared Tadesse, and Semere Teclegiorgis, floaters and members of the MOTLI crew for receiving nominations for this year's award.

Congratulations to all of the FM custodians who work hard each and every day to keep our campus clean and comfortable.

Third annual Beautiful Building Award goes to...

"The custodians assigned to Wilson Library do a thorough, excellent job of maintaining a litter free, extremely clean, and useable space for library users and staff, often going above Maroon Standards."

- Sharon Folk, Wilson Library

Congratulations to Kim Clauson, Mark Henthorne, Don Johnson, Barry Olson, Trina Smith, Bell Summers, Lee Sheehan, and Dave Weyley! Their outstanding custodial service in Wilson Library has won the third annual Beautiful Building Award.



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What's Going on in FM... Steve Spehn, Associate Vice President



About a year ago, I challenged the FM Steering Committee to help me to transform FM so that we would be in alignment with the President's goal of being recognized for our service as much as the university is recognized for its teaching and research.

The charge was to move FM from a good organization to a great one. The Steering Committee took that charge, wrote a charter for the Transformation Project and submitted a Request for Proposal to secure project assistance from a Facilities Management subject matter expert.

The Friday Group came on board and helped us to define the current organizational culture and put together Action Teams that would work on four specific areas of the organization. Those areas are Big Box, 3 Ps, Metrics and Methods and Moving Forward. Mary Santori, Ron Mapston, Sean Schuller and Marshall Skule stepped up to lead the teams, made up of FM employees, customers and business partners, that would put together the recommendations for initiatives that will help move FM from an organization that manages buildings to one that provides services and facilities that serve the university's needs. The Action Team recommendations will also help to change the FM culture from one of entitlement to one of empowerment.

The Action Teams presented their recommendations to the Steering Committee, Vice President O'Brien and the entire FM organization. I am very proud of the work of every Action Team member. They have presented recommendations I believe will help us to move the FM organization from good to great.

The Steering Committee is working to finalize the plan that will be presented in July. I am certain you will see the good work of the Action Teams represented in that plan.

In the meantime, I know you are all wondering, "What will this change mean for me?" "Will I have to reapply for my job?" "Will I have a job?" "Who will my supervisor be?" "Who will my work teams be?" These are all very important questions and the Steering Committee and Implementation Teams are working to get to the answers to those questions.

Until then, it is important for each of us to remember that there are more than 250 buildings covering 22 million square feet on the Twin Cities campus that need to be kept clean, safe, functional and comfortable. We all know that is a big job that requires the work of custodians, mechanics and trades workers.

What we are still working on is how to organize ourselves to perform the

work. We know the skills we have in our organization are needed, but, are the jobs we currently have providing the most productive, efficient and cost effective service to our customers? If not, how do we restructure them so they will? How do we make sure we have the right people, in the right jobs, doing the right things?

I cannot provide you with the answers to all of these questions today. But, I can promise you that I will provide you with the vision for the FM organization, the plan for achieving that vision and what your role in the organization will be once the Steering Committee has completed its work on the Transformation Implementation Plan. Until then, please bring your questions to me. Keep using the comment form on the Transformation Web site, (www.facm.umn.edu/transformation) and the comment boxes located in the Zones and Area offices. Contact me by phone at x6-1091 or by e-mail at (spehn001@umn.edu).

As always, I want to thank each and every one of you for all that you do each and every day to keep our campus clean, safe, comfortable and beautiful. Together, we will move this good organization to a great one!

A Celebration of Facilities Management's OUTSTANDING Employees!

CONGRATULATIONS!! to Charles Patterson, senior laborer in Landcare and JoAn Russell, operations supervisor in Building Services.

Charles is the winner of the 2006 President's Award for Outstanding Service. The award recognizes exceptional service to the University, its schools, colleges, departments, and service units by any active or retired faculty or staff member. Recipients have gone beyond their regular duties and demonstrated an unusual commitment to the University community.

JoAn was recognized as "An outstanding University woman" by the Office for University Women. She received the Civil Service and Bargaining Unit Award at the 2006 "Celebrating University Women" Awards Celebration on Wednesday, April 26, 2006.

Beautiful U Day Awards continued...

The Beautiful Building Award was created in 2004 by the Beautiful U Day committee to recognize the custodial staff member or team that provides University of Minnesota students, faculty and staff with facilities and spaces that are clean and comfortable. The Beautiful U Day committee partnered with Facilities Management to create a list of criteria for nominating a building and the custodian who cleans them for this award.

Facilities Management customers were asked to nominate a building on the Twin Cities campus for this honor. Buildings were judged on criteria which reflected overall cleanliness and functionality. This year's Beautiful Building Award nominees and the custodians responsible for the nominations are: Cargill Microbial and Plant Genomics Building, Beverly Johnson and Arefaine Berhe; Yudof Hall, Custodial Staff; Sanford Hall, Custodial Staff; Lions/McGuire Translational Research Building, Chris Nault, Bill Nault, Bill Knobels, Julie Harrington and Aster Alemu; Peik Hall, Ali Bedane and Tahire Nure; and Wilson Library, Kim Clauson, Mark Henthorne, Don Johnson, Barry Olson, Trina Smith, Bell Summers, Dave Wevley and Lee Sheehan.

The nominations were reviewed by the Beautiful Building Award committee

and submitted to Ruthann Manlet, FM's director of Building Services. Ruthann reviewed each of the nominated buildings and selected Wilson Library as this year's winner.

Ruthann Manlet and associate vice president Spehn presented certificates to all of the nominees. Vice President O'Brien and Sharon Folk, facilities manager for the West Bank Libraries, presented the Wilson Library team with the traveling trophy and a beautiful rug to place in the entrance of the library that will designate the building as the winner of the Beautiful Building Award. Congratulations to all of the nominees!

Adam Newton, Jeremy Wallin and Derek Jaakola receive Beautiful U Day Outstanding Student Award

Congratulations to Adam Newton, Jeremy Wallin and Derek Jaakola. They are the first recipients of the Beautiful U Day Outstanding Student Award. This award is given to outstanding student building and grounds workers who make a difference in building services. Supervisors nominated the student workers and Ruthann Manlet, director of Building Services, selects the winners from the list of nominees.

Thank you to everyone who volunteered their time to participate in another successful Beautiful U Day!

Years of Service Recognition

FM and CPPM employees
April and May 2006

5 Years

Grant Clavelle
Genet Hansen
Michael Jones
Damian Kastbauer
Karen Lee
Mark Loesch
Ruth Martin
Desalegne Mengeshaia
Ronald Ruhnke
Lawrence Sanders
Muhamde Teshete
Jeremy Wallin

10 Years

Timothy Brott
Theo Fasbender
Richard Friebe
Paul Kline
Daniel Ross

15 Years

Patricia Erickson

20 Years

Frederic Clayton
Gerald Edstrom
Gordon Godbout
Paul Kelsey
Jeffrey Kramer
Dao Le
Jeff Leaman
Thomas Morris
Craig Nelson
Randy Pfeffer Sr
Chanthay Phanthanivong
Donald Russell

25 Years

Ryan Stark

30 Years

Kim Gosselin
John Knobel
Ralph Paulson
Gregg Olson

35 Years

Allen Mattson

40 Years

Howard Wagner

COMPASS Tips and Tricks

During a recent COMPASS training class, the instructors learned something new about COMPASS. Several class participants informed us that they have recently been getting an error message "Field Must be Entered" when trying to enter hours in Labor Timecard Entry. It requires the user to click several times to get rid of the error message before they are able to complete the timecard. We are reporting this problem to our vendor so that it can be fixed in a future update. In the meantime, there is a workaround.

The error only occurs when you mouse click into the hours field. After entering the work order number, if you hit the "tab" key to advance into the hours field, you can avoid the error messages!

April and May New Hires

David Allen	Energy	Daniel Horst	Construction	Jain Nirmal	Energy
Paul Allex	Zone 2	Dennsi Hruby	Serv Carp	Nicholas Nordwig	Landcare
Drew Andersen	Landcare	Nicholas Huntington	Landcare	Kate O'Connor	Landcare
Randall Barth	Serv Carp	Matthew Ihrke	Landcare	Nicholas Paycer	Zone 4
Ericka Bartkute	Finance	Dennis Jurek	Steam	Paul Pearce	Landcare
Joseph Benjamin	Electric	Nicole Kaai	Construction	William Polta	Safety
Jason Berger	Construction	Stephanie Kaari	Landcare	Ellen Putzier	Landcare
Aaron Bergstrom	Electrician	Peter Kaiser	Landcare	Benjamin Rueter	Landcare
Nathan Berry	Waste Mgmt	Thomas Kaju	Electrician	Deanna Ruzynski	HR
Brandon Biermaier	Landcare	Benjamin Karon	Landcare	Angela Soo Hoo	Landcare
Phillip Borreson	Landcare	Katelyn Katzenberger	Landcare	William Simonet	Construction
Eric Bottcher	Landcare	Ralph Kilpela	Electrician	Lindy Simonson	Landcare
Joel Bradley	Landcare	Joseph Kocholek	Electrician	Kyle Skar	Landcare
Monica Christiansen	Landcare	Erik Koenig	Landcare	Wallace Skoglund	Construction
Damon Chrun	Landcare	Randal Koll	Electrician	Benjamin Skrivseth	Electric
Elizabeth Cyrowski	Landcare	Jacqueline Kolve	Purchasing	Lindsay Smith	Landcare
Billy Davis	Waste Mgmt	Leo Kucek	Energy	Glenn Snyder	Construction
Rickey Decker	Zone 3	Timothy Luedtke	Area C	Anthony Stelter	Construction
Steven Dilger	Zone 3	Joshua Lunde	Landcare	Jacob Svenkeson	Landcare
Nicholas Eggert	Records	Luke Makela	Construction	Erik Thomsen	Landcare
Natalie Fox	Landcare	Holly Meier	Landcare	Michael Tonn	Construction
Thomas Frericks	Landcare	Zerubabel Mekonen	Landcare	Todd Tvrdik	Zone 3
Jeshurun Gilman	Landcare	Joseph Messen	Construction	Eugene Tyson	Electrician
Jade Gleiter	Waste Mgmt	Rachel Miller	Landcare	Christopher Van Ommeren	Landcare
Anna Hagens	Landcare	Kristy Muehlbauer	Project Acct	Nick Vikstrom	Landcare
Drew Hanson	Landcare	Colleen Murray	Landcare	Matthew Wakefield	Landcare
Farah Hashi	Finance	Abigial Naatz	Landcare	Christopher Welch	Construction
Jerome Hawkins	Construction	Will Nagelhout	Landcare	Dane Whitehead	Landcare
Joseph Hebert	Zone 2	Paul Narr	Landcare	Ellen Wilkinson	Zone 3
Cory Hilley	Landcare	Nicholas Nett	Landcare	Robert Young	Area C
Bradford Holt	Zone 3	Corey Nenno	Landcare		
Phillip Hope	BSAC	Kristen Newman	Landcare		

2005 record year for Safety

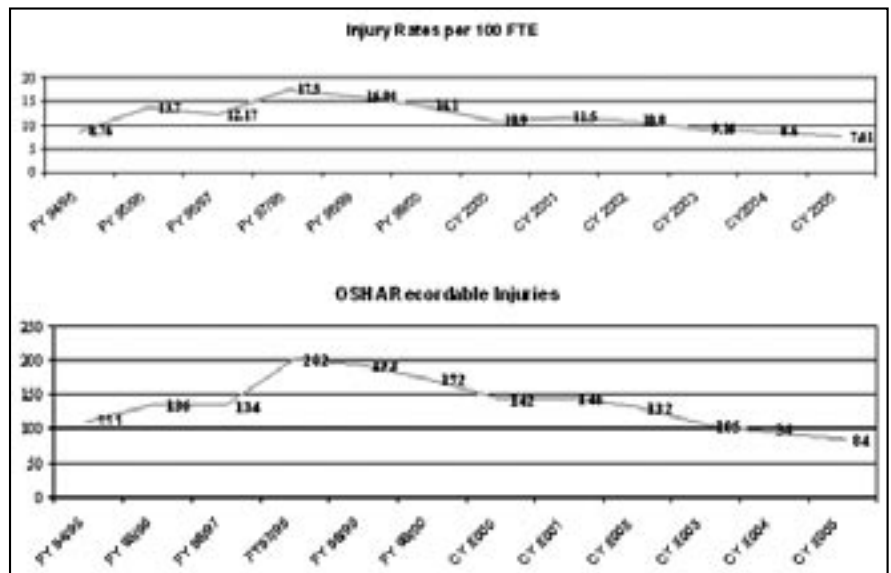
FM and CPPM employees are working safer! That's the news according to the FM Safety and Risk Management Department who published the final numbers for 2005 in late March.

The 2005 year end reports show the lowest injury rates per 100 FTEs and the lowest OSHA recordable injury rate in FM and CPPM history.

The injury rate per 100 FTE closed the year at 7.61. This is the all time low, less than half of the all time high of 16.04 recorded in 2000. The OSHA Recordable Injuries closed at a low of 84.

This brings the organization one step closer to its goal of ZERO INJURIES.

Congratulations to everyone for working smart and safe. Your efforts help FM Safety realize its goal, "To ensure you are as healthy and safe when you leave as you were when you arrived."



U Safe T Program Starts July 1

Beginning July 1, 2006, FM employees will have the chance to win fabulous prizes by working safely.

The U Safe T program will provide FM employees with a chance to win prizes for safety meeting attendance, safety meeting participation, presentation of training, recognized safe work practices and FM customer safety recognition.

The FM Safety and Risk Management Department will distribute scratch cards to supervisors who will give the cards to FM employees in recognition of their participation in FM safety initiatives. Each card offers FM employees an opportunity to win TCF Visa Gift Cards and other prizes including: tickets to Athletic Events, tickets to Northrop Events, tickets to Recreational Sports activities, gift certificates to the University Bookstore, use of the Zip Car, dining at the Campus Club, and tickets to performances on the Centennial Showboat.

Beginning in August 2006, there will be a Pipeline page dedicated to FM Safety that will include the list of U Safe T prize winners, safety schedules, safety tips and other important safety information.

Safety Teamwork!

This program is the result of extraordinary teamwork. Diane Brown, Doug Lauer, Andy Madsen, Pete Nickel, Rick Ramberg, John Stoffel, and

Don Watson make up the FM Safety Committee team from the first shift and Jerry Kane, David Peterson, Kenny Pierce, Brent Roos, Cecil Sheehan, Dan Swenson and Larry Vangrootheest are the FM Safety Committee team from the second shift who worked with Becky Hintz, Bill Polta and John Williams to create the U Safe T program. These individuals worked numerous hours outside of their regular work schedules. Not only did they put together this recognition program, they also helped to create the new mission statement for FM Safety.

FM Safety and Risk Management Mission Statement

The mission of FM Safety is to provide a working environment where employees can work safely without fear of injury.

We will do this by:

- Enhancing safety awareness
- Providing safety education, training, safe equipment and safety analysis for accident prevention
- Ensuring policies, procedures and standard practices



- are understood and followed
- Providing a workplace where our staff can achieve their full potential

We will do this in support of the University's commitment to excellence in research and teaching.

The FM Safety Committee hopes that every FM employee will work to realize their goal, "To ensure you are as healthy and safe when you leave as you were when you arrived."

BELOW: THE "U" BE SAFE AND WIN SCRATCH OFF CARD THAT WILL BE GIVEN TO FM EMPLOYEES IN RECOGNITION OF THEIR PARTICIPATION IN FM SAFETY INITIATIVES.



Congratulations to Mahdi Ali

Congratulations to Mahdi Ali, a second shift building and grounds worker. Mahdi was recognized by the Athletics Department at their quarterly awards banquet on May 3, 2006. Mahdi was awarded "The Dianne Ficenko Teammate of the Month Award" and received a standing ovation from close to 200 Athletics Department employees thanking him for the good work he does in the Bierman Athletic Building.

PHOTO CAPTION: U OF M ATHLETIC DIRECTOR, JOEL MATURI (LEFT) WITH MAHDI ALI, WHO RECEIVED "THE DIANNE FICENKO TEAMMATE OF THE MONTH AWARD" FROM THE ATHLETICS DEPARTMENT.



Mailbag



TO: Steve Spehn, Associate Vice President
FROM: Lori-anne Williams, Director of Communications, University Services
RE: Beautiful U Day

Steve,

Beautiful U Day may have grown to a statewide event, but at the heart of things, it's Facilities Management that makes the day work! I want you to know how many people from FM made Beautiful U Day a success, although I'm always afraid I'll forget someone important!

Here are just a few highlights of FM's involvement:

- * The 3rd shift is absolutely essential to Beautiful U Day. They prepare all of the materials for the day (this year, they got the Curb Appeal bags ready). Many of these folks also showed up for the 6:00 a.m. TV shoot on the bridge. It was cold, and they were at the end of their shift, and yet they hung out for over half an hour. I'm really grateful to all of the 3rd shift-ers.
- * Gail Pinola and Andrew Chan helped keep the budget and accounting in line, even with the unpredictability of all those grants! (We're still grateful for the way Bryan Rumble set things up.)
- * Sara Smuk, Carrie Barjenbruch, and Rachel Speck took on a ton of extra work and made all the details of the day seem seamless.
- * Jerry Kane worked a full shift, then did FM transition for over eight hours, then stayed through the 6am shoot the next morning to make sure everything was set for Beautiful U Day.
- * John Lemoine, Ted Dehn, and others got everything organized for us in Scott Hall. (I know Ruthann can tell you about others who worked on with John, Ted, Carrie, Rachel, and Sara!)
- * Jenn Rowe is always available for whatever we need on Beautiful U Day, and helps get FM involved by keeping them informed.
- * Wes Pylka and Al Mattson created maps that got all of our "Curb Appeal" crews to buildings across the campus.
- * Bill O'Neill, the Beautiful U Day "go-to guy" helped plan the day, then ran around the entire day making deliveries, taking pictures, and trouble-shooting wherever he was needed.
- * Les Potts and the Landcare team put in countless hours counseling grants projects, then work extremely hard on Beautiful U Day helping all of the projects get off the ground (or into the ground, as the case may be). They were especially generous to the group that put in a new path at the end 5th Street, which will be traveled by hundreds of U Commuters between the light rail station and the West Bank.
- * We had a wonderful group of lead volunteers on the Bridge getting our Curb Appeal teams off to their destinations. Scott Eichstadt, Walter Johnson, Karen McLeer, Kelly Richardson, Bill Rinehart, Brent Roos, JoAn Russell, Dennis Schmidt, and Greg Williams made check-in efficient, pleasant, and pretty amusing experience!
- * While they're not technically "FM" anymore, we had amazing help from Dan Carpenter (who, along with Kristin Berns, carried lunch on his shoulders), and Michael Seberg, who crafts an amazing volunteer sign-up program for us. (And of course, I never forget that Aaron gained a lot of her organizational skills from her years in FM.)
- * In addition, I know I saw you and Sam Talbert out and about supporting events and pitching in, and there were DOZENS of other FM-ers who volunteered during the day!
- * Finally, there are simply not words to express how much Ruthann Manlet adds to this event. Her tireless efforts and genuine enthusiasm are the quiet engine that keeps Beautiful U Day going year after year.

Okay, now I'll probably realize there are so many names that I missed -- but you get a sense of how completely FM has devoted itself to making the University work by pitching in on Beautiful U Day. Thank you for your support of this event and for bringing such wonderful people together under the FM banner. I know that in the coming years, however FM transforms itself, there will still be a lot of devoted, generous people that will continue to make Beautiful U Day a University tradition.

Thank you to all of FM.

Mailbag

TO: Abadir, 8th floor WDH custodian
FROM: Mary M. Lunzer, Scientist, Medicinal Chemistry

Dana,

I just wanted to let you know that Abadir is doing such a fantastic job here on the 8th floor. I was talking to Dr. Poroghese and commented that it looked like he dusted, he said, "no, the new guy is doing a fantastic job!" Dr. Portoghese doesn't even have to ask or twist his arm to get him to do anything in his office, it is just cleaned, even that blackboard.

I stopped to tell Joyce in the main office and she said that their office has been kept up as well. Plus, she has had NO COMPLAINTS from any of the faculty.

Just thought you'd like to know after all of the complaining in the past.

TO: Brent Roos, Facilities Management
FROM: Andre Prah, Carlson School of Management

I'd like to thank you and your staff for the extra special attention you paid to the cleaning of our building for the April 28, 2006 Board of Overseers meeting. The entire building looked great even though we gave you very little notice.

Thank you for working with us to make the day almost perfect for our visitors.

TO: Roger and Tim
FROM: Jason Lake, C.E.M, Energy Management

Doug,

The work Roger and Tim have been doing for Energy and the Zone has been excellent, high quality and on time. I need some wiring done in 4 chiller plants and I want Roger and Tim to do the work.

TO: Mark Belting, Custodian
FROM: Denise Obitz-Cooney, Veterinary Medical Center

I just wanted to send a quick "Thank you," to Mark Belting. The Ophtho floors were waxed Thursday evening, April 27th by Mark they were beautiful. Thank you again.

TO: Service Department Painters
FROM: Mark Teragawa, Senior Administrative Director, University Stores

Mike,

I just wanted to drop you a note to complement you and your painting crew on the job they did in the offices and lunchroom at University Stores North. They did a great job, they were accommodating, and they were a pleasure to work with. I would also add that your responsiveness to our issues was just as professional, and customer focused. Thanks for the service!

TO: Michael Anderson, UM General Construction Service
FROM: Tim Gordon, Operations Supervisor

Mike:

Please pass along my thanks to your crew for the work they did on a retaining wall outside of the Raptor Center.

This is a high visibility area with a lot of off campus visitors. The repairs to the retaining wall were done quickly and professionally. Kudos!

TO: Jason Johnson and Service Pipefitter Crew
FROM: Jim Stocke, Operations Supervisor

I would like to thank Jason Johnson and his crew for their diligence in getting this work done in a very timely fashion. They did an excellent job and kept us up to speed with everything that they were doing. Once again, thanks!

Mailbag

TO: Andy Madsen, Operations Supervisor, David Minke and Debbie Antiel, Custodians
FROM: Jeff Derby, Professor of Chemical Engineering

Dear Andy,

We are writing this letter to say thank you for helping us get the maroon "racing stripe" painted on the cream wall. It is the visual basis for our history time line. It ties in nicely with the maroon walls at the front of the entrance. Although the pictures and departmental history are not yet in place, the maroon stripe of color will make every picture and piece of history more cohesive. It is an absolutely essential part of the decorating. Jesus did a terrific job. He was fast, efficient, and precise. This could not have happened except for your kindness in allowing him to paint.

The other piece of this is that the janitorial staff did a great job in helping us clean up for Beautiful U Day. Dave cleaned and polished the floors until they gleamed and Deb scraped all the old scotch tape off the doors and wiped away all the finger prints until the doors sparkled. This truly was a team effort and our department is very grateful to Facilities Management.

We invite you to see the finished project when we get the time line up and running.

TO: Mike and Bill, Plumbers, Construction
FROM: John Classen, Project Supervisor, CPPM

Thank you for being there to help. As usual, your crews are unmatched in professionalism and quality of workmanship. Thanks again.

TO: Bill Rinehart, Area A Shift Supervisor
FROM: Paige Rohman, College of Human Ecology
RE: Jamal Abtishikur

I wanted to drop a note and let you know that the new custodian serving McNeal Hall (on the ground floor, specifically the atrium and the Dean's suite area) is doing a fantastic job. Our offices are noticeably cleaner. In fact, I don't recall mine ever being vacuumed prior to his arrival. I know I greatly appreciate his work. I have told him this in person, but wanted a supervisor to know as well.

Thanks much for your hard work.

TO: Cande Moralez, Operations Supervisor
FROM: Sheryl Ferguson, CVT, Large Animal Hospital Manager
RE: Sandy

Hi Cande,

I thought I would send you a note to let you know how much we appreciate Sandy in the large animal hospital. All too often, we hear only the bad so I thought it was well due to hand out some praise to someone deserving. Sandy does excellent work and should be commended as so. She consistently carries out her daily duties and if we ever have request for things like floors, she's right on it, often accomplishing the task the same night! She is keen on listening for information and recognizes that when she hears the word inspection, she makes sure all her areas are held up to the highest of standards. I am happy she is on board because she is an asset to us. It would be a loss to us if she decided to leave.

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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FACILITIES MANAGEMENT
