Dear Facilities Team,

High Performance Organization (HPO) – “an organization which has adopted a set of working practices deemed to enhance individual and organizational performance”. The characteristics commonly associated with HPOs are: They set ambitious targets and consistently and continuously achieve those objectives. They display a strong sense of purpose through shared values. They have a strategic focus and alignment so that employees know how they are contributing to the results of the organization. Other characteristics described in management textbooks include: a willingness to adopt new working practices; an emphasis on empowerment and teamwork; high levels of employee participation and learning (HPOs value their people as their greatest asset); emphasis on continuous improvement and achievement of results. These characteristics are believed to foster motivation, trust, communication, knowledge sharing, and innovation within the organization.

Can Facilities Management become a High Performing Organization? I believe we are well on our way. We have a well defined set of values which we are attempting to inculcate throughout the organization. We have a strategic plan with specific, measureable objectives which we review frequently. We have a focus on continuous improvement though the action plans associated with strategic objectives. We have a strong emphasis on caring for and training our people.

Do we have weaknesses and areas for improvement? Of course – every organization does. Are we striving to get better? Definitely - YES! I challenge each of you to come to work every day seeking to find a way to make your team and UNC Charlotte better. Thank you for your part in moving Facilities Management toward becoming a High Performance Organization as we Create a Campus of Distinction!

And don’t miss our Annual Picnic on May 21 near the Front Fields on High Rise Road! Come out and have some fun and fellowship as we celebrate our successes of the past year.

Philip M. Jones
Associate Vice Chancellor for Facilities Management

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We S. H. A. R. E. Facilities Management Values:
Safety, Honesty and Integrity, Accountability, Respect for Others, and Excellence
Congratulations to David Champion, Facilities Information Systems, who was honored with the “Associate Vice Chancellor's Employee of the Quarter” award. At right, Phil Jones presents the plaque to David at the quarterly All Employees Meeting on April 23, 2010.

Below is the nomination submitted by Clyde Derberry, Facilities Business Office:

During preparations for the Maximizing Excellence through Cultural Communications II sessions with Juanita Coston we ran into problems trying to transfer video to CD. For various reasons, attempts to get help from our regular resource failed and we needed everything operational by the following day. I called FIS (Facilities Information Systems) requesting help. David spent over two hours troubleshooting the issue and finding a workable solution for the equipment involved. His desire to help went above and beyond the norm and I feel deserves recognition.

David joined the Facilities Information Systems team January 5, 2009 as a Technology Support Analyst. He is responsible for JAVA and Oracle database development and support for Archibus in addition to all other Facilities Management web applications and systems.

David and his wife, Wendy, have lived here in the Charlotte area for 13 years. They have two sons. Prior to working in the Information Technology field, David was a licensed Plumbing Contractor for over nine years.

David's Systems Analyst skills in addition to his facilities maintenance knowledge working as a plumber is extremely valuable as our Facilities Management and Information Systems operations continue to grow.

At this writing, David and Ray Dinello, Director of Facilities Information Systems, are attending the International Archibus Users' Conference in Chicago, IL. They are presenting a workshop on FM Integration with Business Resource Group (BRG) and Penbay our contractor for GIS/ESRI. For those inquiring minds, GIS stands for Geographical Information System--system captures stores and presents visual data (via map) that is linked to a location. ESRI (Environmental Systems Research Institute) is the software development/services that provides GIS software/geodatabase applications. Wow, isn’t that a mouth full.

Congratulations David!
Congratulations to the Fretwell Paint Team who was honored with the “Associate Vice Chancellor’s Team of the Quarter” award.


Before and after Winter break, the Fretwell Paint Team, comprised of individuals from Zones 1, 4, 5, 6, Design Services and Housekeeping took on the challenge of painting the first floor of Fretwell. This was truly a team effort with 37 people all contributing to the completed project. Due to unforeseen delays in the start of this project, instead of the three weeks the total project was original scheduled to take, this team accomplished the total paint job in seven days. The scope of this job involved painting almost all of the first floor of Fretwell including more than 40 doors with two coats of primer and paint including a number of accent walls. All of these employees are to be congratulated on the dedication and professionalism in completing this project.

We also would like to acknowledge the assistance provided by the Zone Supervisors, Lance Anderson, David Smith, and Stanley Trulove, who were able to adjust their work schedules to supply the labor needed.

Nominated by: Art Sutherland, Area B Manager, Facilities Operations
SAFE TEAMS OF THE QUARTER
(Statistical Information provided by UNC Charlotte Safety Office)

THE FOLLOWING TEAMS HAD NO ACCIDENTS JANUARY - MARCH 2010

Maintenance & Operations
Automotive, High Voltage/Fire Alarms, Key Shop, Steam Plant, Zones 1, 2, 5, 6, and 7

Housekeeping & Recycling
Housekeeping – Charlotte Research Institute, Library, East, North, South, West, and Woodward

FIRST SHIFT - Pictured above left to right are: Arzella McCain, Housekeeping - South; Frank Milone, Grounds; Rocky Germani, Zone 1; Wes Wright, Steam Plant; Andy Lavoie, Key Shop; Larry Lane, Automotive; Lewis Jackson, High Voltage/Fire Alarms; Bruce Kerschner, Zone 7; Bob Fitzgerald, Zone 6; John Morris, Zone 5; Edward Diaz, Zone 2; Mike Harris, Housekeeping - North.

SECOND and THIRD SHIFT - Pictured above left to right are: Terrell Patton, Housekeeping - Library; Danica Pauler, Housekeeping - Woodward; Ray Duckett, Housekeeping - Charlotte Research Institute; Debra Mayfield, Housekeeping - West; Bonnie Peoples, Housekeeping - East.
PROMOTIONS

Grounds
Jon Canapino, Landscape Specialist I
John Surace, Landscape Specialist

Housekeeping
Shari Thompson, Chancellor’s Housekeeper
Debra Mayfield, Housekeeping Supervisor II
Terrell Patton, Housekeeping Supervisor II

NEW HIRES

Grounds
Dennis Lubert, Irrigation Technician

Housekeeping
Rosalia Moron-Perez, Housekeeper
Tamika Whittenburg, Housekeeper
Dawn Johnson, Housekeeper
Maria Nuno, Housekeeper
Esther Varney, Housekeeper
Walter Alexander, Housekeeper
Virgie Fewell, Housekeeper
Elizabeth Sims, Housekeeper

Zone 1
Samuel Tallent, Maintenance Mechanic III

Zone 2
Leon Baker, Maintenance Mechanic III
Anthony Cresenzi, Maintenance Mech III
Edward Diaz, Maintenance Mechanic IV

Zone 6
Don Pittman, Electrician I

INDIVIDUAL AWARD FOR EXCELLENCE

Yves Byron, Housekeeping

TEAM AWARD FOR EXCELLENCE

Paul Taylor and Charles Schindler, Zone 1

APPLAUSE CARD

Individuals:
* Johnnie Doyle, Housekeeping
* Tonya Day, Recycling

Teams:
* Bob Frias, Phil Meacham, William Snyder, Joseph Nowinski, Don Pittman, John Renwick
* James Williams, Tony Williams, Ron Hobson, Chris McKinney, Dan Reichert, Don Pittman
* Tom Guenther, Tim Smith Paul Taylor, Charles Schindler

To view awards photos and read detailed descriptions of nominations, please visit our web site at:
http://facilities.uncc.edu/award_recipients.asp

*FRIENDLY REMINDER*

Compensatory time earned for the quarterly Employee Awards Program must be used within 90 days of receipt (by July 29, 2010). If you do not use it, you will lose it!
It’s “Safety Slogan” contest time again!!

2011 Contest Rules

➤ You must use the official entry blank and submit by May 31.
➤ Put your name, department, & your Safety Slogan on each entry blank.
➤ Remember to put the date on the entry form. In case the same slogan submitted, the one received first will receive credit.
➤ Submit as many entries as you like.
➤ Place entry blank in one of the idea boxes (locations listed below) or bring to the FM Business Office and place in the box on the front desk.
➤ Winner will be announced at July All Employees meetings.

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<td>Grounds/Automotive</td>
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<td>Colvard</td>
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<td>Atkins</td>
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<td>Candice Robinson</td>
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<tr>
<td>Woodward Hall</td>
<td>near training room</td>
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Please contact Clyde Derberry, Safety and Training Coordinator, at 7-2739 with any questions or comments.
Housekeeping and Recycling
Team Up to Run Office Cleaning Pilot

In November 2009, Chancellor Philip L. Dubois signed the American College & University Presidents’ Climate Commitment, which designates UNC Charlotte as one of 16 colleges or universities across North Carolina to sign the pledge to address global warming. In October 2009, the UNC System created a sustainability policy which charges us to develop programs that work toward zero waste.

Along with other University efforts to “Green” UNC Charlotte, Housekeeping and Recycling teamed up to run a pilot to see if changes to the way waste is collected in individual offices will help office occupants improve their recycling rates. The goal is to get each office occupant to help save resources. The pilot has been running in the Facilities Management side of the Facilities Management and Police building since November 2009 and in the Reese Building since March 2010. The next step is to expand the pilot to an academic building.

Housekeeping no longer empties trash bins in Facilities Management and Reese building offices. Much like our office recycling program, individuals take their waste to a common trash receptacle located in break rooms or other common areas such as copy rooms. Offices in these two building are cleaned on Wednesday nights only. The office occupants know to clear any areas they want cleaned before they leave work on Wednesday afternoon and their housekeeper will dust and damp wipe the cleared surfaces. Offices are also detail vacuumed each Wednesday.

Studies of this program, as it has been implemented at other institutions, show this change increases recycling and decreases waste. Last year we recycled 1.4 million pounds of material. However, we threw away 3.5 million pounds costing the University over two hundred thousand dollars. In addition to saving money and reducing our impact on landfills, this allows our housekeeping staff to be more efficient.

Feedback from Facilities Management and Reese has mostly been positive with several comments on how surprised office occupants were when they realized how little time it actually takes to empty their own trash. After implementing and assessing the academic building pilot, the program may be expanded to the rest of the academic and administrative buildings.

Brian Guns, Director of Housekeeping & Recycling
Update on the Transition of FM Work Stations, Printers and Servers to Information and Technology Services (ITS)

The transition process for FM Work Stations, Printers and Servers is progressing on schedule and as anticipated. Recently, Big Fix software was successfully uploaded onto FM workstations by Dionte Sims and FIS student workers. At this writing, 90 percent of FM computers have been identified using Big Fix software. An exceptions report is being generated to track and verify which FM computers still require Big Fix software updates. Once all FM computers have Big Fix installed, all work station information will be uploaded to the Active Directory to assist with the transition process. The estimated completion date for the workstation transition is tentatively scheduled for June 18, 2010.

Facilities Information Systems personnel in conjunction with campus ITS are in the process of completing all preparations for the FM workstation support and server transition. Furthermore, based upon information recently received during the ITS/Facilities Management meetings, Facilities Information Systems has been informed that campus ITS has hired a new Technology Support Analyst position that will begin May 3, 2010; this new hire will provide valuable support during this upcoming workstation and server transition process for both the Facilities Management and Police and Public Safety departments.

Many advantages will be provided to FM personnel with this workstation and server transition including 100 percent Helpdesk support for all workstations, printers and servers, easier system updates and software upgrades in addition to consistent backups and campus standards for our overall FM hardware. Although a finalized schedule for the transition of both workstations and servers has not yet been provided, we do expect a 6 to 12 month timeframe with the overall completion date estimated to occur by December 2010.

In order to provide up-to-date information about the FM workstation and server transition, Facilities Information Systems has created a new webpage where we will post information and news as it becomes available. The webpage is located on the FM Website at http://facilities.uncc.edu/FIS/transition.asp. Thank you all for your continuous support of Facilities Management - Facilities Information Systems during this transition.

If you have any questions, please feel free to contact us.

Pamela Duff
Facilities Information Systems
“Facilities Operations” is the new name for Facilities Management’s maintenance and operations group effective May 1, 2010. Facilities Operations has become the common name used by other universities to identify the organizational unit responsible for maintenance and operation of the physical plant. We apologize in advance for any confusion that may arise as we update phone listings and use up the last of our business cards and letter head.

Laurance H. Howell, P.E.
Facilities Operations Director

Welcome Back!

For those of you who were not aware, Design Services has had an open position for an Electrical Designer staff member for over a year and had not filled that position due to budget constraints. When the position was posted and interviews completed, the successful candidate for filling that position is none other than David Love.

Returning to Facilities Management Design Services from Auxiliary Services, David’s arrival brings back his depth of Electrical knowledge, both in Design and Construction Management. He returned and rejoined his fellow designers in our large Informal Projects workload schedule and will help wrap up end-of-year projects.

For those of you who wish to say hello or welcome back, David returned to his original office in Facilities Management room 129 on April 26, 2010. His extension is the same; 7-2525.

Steve Terry
Design Services
Spring is in the air! Our campus is a plethora of color, and it is a wonderful time for beginnings. . .

On April 7, 2010 at 5:50PM, Brian Kugler and his wife, Leigh, welcomed their first born, a beautiful, 8 lb, 7 oz baby girl, Payton Delaney Kugler. This is the “first” grandchild for both Brian and Leigh’s parents; so needless to say, everyone is delighted with Ms. PDK! Brian has even traded in his 2-door coupe for a larger car. Welcome to parenthood Brian!

Tom Sparks also welcomed his first granddaughter, Ava Belle Mae Sparks, on April 7, 2010 at 7:46AM. Ava weighed in at 9 lbs, 6 oz and was 21 inches long. According to Tom, “his two grandsons are his buddies, but Ava is his little sweetheart!”

In case you have not been uptown Charlotte lately, our Center City Classroom Building continues to sneak into the skyline along the Brookshire freeway. The steel framing is well underway with 10 of the 12 stories clearly evident. Center City will definitely add prominence to the corner of 9th street and Brevard.
**Architectural Planning** section is a newly created organization within Facilities Management with the mission of producing the initial planning documents for all vertical capital construction. We collect and quantify the programming needs associated with new buildings and provide the Capital Projects section with the necessary background information to launch new projects. Aside from programming and estimating, our work includes:

- advising the University’s Administration in the strategic planning of future construction,
- maintaining and updating comprehensive capital plans,
- managing the capital project authorization and planning process,
- managing campus space planning,
- assisting faculty with construction grants,
- producing construction related submittals to the Board of Trustees and to the General Administration,
- managing the repair and renovation prioritization process,
- managing and updating the design guidelines, and
- ensuring new projects adhere to the intent of the master plan.

Pictured below are Chris Gilbert, Director; Casi Shepardson, Facilities Planner, and Kerin Weston, Administrative Assistant.
Everyone has a boss. Even if you "work for yourself," you're still an employee to your client.

A big part of maintaining the boss-employee relationship is to never allow a boss to think you dislike your work, are incapable of doing it, or—worse—consider it beneath you.

These sound like no-brainers, but many statements heard commonly around the workplace violate these basic rules. Looking for an example? Here are seven heard in workplaces all the time. They may seem ordinary, even harmless. But try reading these from your boss's point of view. You'll see right away why it's smart to never allow these seven sentences to pass your lips:

"That's not my job." You know what? A lot of bosses are simple souls who think your job is to do what's asked of you. So even if you're assigned a task that is, indeed, not your job, refrain from saying so. Instead, try to find out why your boss is assigning you this task—there may be a valid reason. If you believe that doing the task is a bad idea (as in, bad for the company) you can try explaining why and suggesting how it could be better done by someone else. This may work, depending on the boss. In any case, remember that doing what's asked of you, even tasks outside your job description, is good karma.

"It's not my problem." When people say something is not their problem it makes them look like they don't care. This does not endear them to anybody, especially the boss. If a problem is brewing and you have nothing constructive to say, it's better to say nothing at all. Even better is to pitch in and try to help. Because, ultimately, a problem in the workplace is everyone's problem. We're all in it together.

"It's not my fault." Yet another four words to be avoided. Human nature is weird. Claiming that something is not our fault often has the result of making people suspect it is. Besides, what's the real issue here? It's that something went wrong and needs to be fixed. That's what people should be thinking about—not who is to blame.

"I can only do one thing at a time." News flash: Complaining you are overworked will not make your boss feel sorry for you or go easier on you. Instead, a boss will think: (1) you resent your job, and/or (2) you aren't up to your job. Everybody, especially nowadays, feels pressured and overworked. If you're trying to be funny, please note that some sarcasm is funny and lightens the mood. Some just ticks people off.

"I am way overqualified for this job." Hey, maybe you are. But the fact is, this is the job you have. You agreed to take it on and, while you may now regret that decision, it's still your job. Complaining that it's beneath you only makes you look bad. Plus, coworkers doing similar jobs may resent and dislike you. And guess what? Bosses will not think, "Oh, this is a superior person whom I need to promote." Nope, they'll think, "What a jerk."

"This job is easy! Anyone could do it!" Maybe what you're trying to convey here is that you're so brilliant your work is easy. Unfortunately, it comes off sounding more like, "This work is stupid." Bosses don't like hearing that any work is stupid. Nor do they really like hearing that a job is easy peasy. It belittles the whole enterprise. If a task is simple, be glad and do it as quickly as you can. Even "stupid" work needs to get done.

"It can't be done." Saying something can't be done is like waving a red flag in a boss's eyes. Even if the thing being suggested truly is impossible, saying it is can make you look ineffectual or incapable. Better to play detective. Why is the boss asking you to do whatever it is? What's the problem that needs to be solved? What's the goal? Search for doable ways of solving that problem or reaching that goal. That's what bosses really want. Most of them do not expect the impossible.

Last words: When in doubt, remember that silence really is golden.
MAY is National Physical Fitness and Sports Month. What a coincidence! There are several activities you can take part in at the staff picnic on May 21 to keep your heart pumping. In addition to that, take advantage of this beautiful spring weather. Get up, get out, and walk with your family and friends. A little exercise daily has several benefits for a healthy body.

JUNE is National Safety Month. Each June, the National Safety Council encourages businesses to get involved and participate in National Safety Month. Each week carries a theme that brings attention to critical safety issues. For more information visit http://www.nsc.org/nsc_events/Nat_Safe_Month/Pages/home.aspx

JULY is National Cell Phone Courtesy Month - an event founded in 2002 with the intent to encourage the increasingly unmindful corps of cell phone users to be more respectful of their surroundings by using some simple cell phone etiquette principles. Here are some tips to begin using now:

- **Excuse yourself.** If you are expecting a call that cannot be postponed, alert your companions ahead of time and excuse yourself when the call comes in.
- **Be respectful in public.** Please do not talk on your cell phone while doing business transactions in the store or the bank. It is rude. Also, if the cashier or teller makes an error, you may not catch it because you are not paying attention.
- **Be all there.** When you are in a meeting, performance, courtroom or other busy area, let calls go to voicemail to avoid a disruption. In some instances, turning your phone off may be the best solution.
- **Keep it private.** Be aware of your surroundings and avoid discussing private or confidential information in public. You never know who may be in hearing range.
- **Keep your cool.** Don’t display anger during a public call. Conversations that are likely to be emotional should be held where they will not embarrass or intrude on others.
- **Learn to vibe.** Use your wireless phone’s silent or vibration settings in public places such as business meetings, religious services, schools, restaurants, theaters or sporting events so that you do not disrupt your surroundings.

Source: http://www.prleap.com/pr/83692/
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<td>Dwayne Lester</td>
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Facilities Focus is a communication tool for the benefit and enjoyment of all Facilities Management employees. Your ideas are welcomed and appreciated for future issues.

Staff: Denise Brown-Hart, Carolyn Hinkle, Elizabeth Haddock, Beverly Imes, Michele Kohan, and Casi Shepardson

Thanks to all contributors, writers, and photographers.

Please look online for the newsletter at: http://facilities.uncc.edu/FileManager/files/NewsMagazine/Issue33.pdf

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ALL EMPLOYEES MEETINGS

SECOND & THIRD SHIFT
July 28 at 10:00 p.m.
College of Health and Human Services 281

FIRST SHIFT
July 29 at 9:00 a.m.
NEW LOCATION! ~ Rowe Lecture Hall 130

Please submit questions anonymously for Phil to Beverly Imes (7-3154) or brimes@uncc.edu by July 23, 2010.

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9TH ANNUAL FACILITIES MANAGEMENT EMPLOYEE PICNIC

FRIDAY, MAY 21 • 11:00AM - 1:30PM
FRONT FIELDS ON HIGH RISE ROAD
PARK PERSONAL VEHICLES IN LOT 8

Bring your sunscreen, beach chair, towel or blanket and meet us for fun, music, food and fellowship.

Activities include...

Tennis, Horse Shoes, Ladder Golf, Tug of War, Water Balloon Toss, Corn Hole, Watermelon Eating Contest

See your representative to sign up today!

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STRATEGIC PLANNING

July 30, 2010 at 8:30 a.m.
College of Health & Human Services
Room 147

Slides are due July 26