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**December 2011**

## **The President's Message**

The great football coach, Vince Lombardi once said, "The achievements of an organization are the results of the combined effort of each individual".

As I have been associated with the Northern Alberta Chapter of IFMA for the past few years, I have been greatly impressed by the work, dedication and effort of each individual that has served on the board either in the past and also the present.

What perhaps quantity has lacked, quality and dedication has provided in abundance.

According to the International Facility Management Association Annual Report for 2010 – 2011, total membership was 19,959 and in September passed the 20,000 mark. One factor that was cited for the increase in membership was a high retention rate of around 80%. IFMA is placing renewed emphasis on both recruitment and retention.

While an increase in membership and retention is a worthwhile goal and may be important and of benefit to IFMA, what really is IFMA's ultimate goal and objective is to provide experienced, dedicated and well trained Facility Management professionals to manage public or private assets in a safe, viable and professional manner. In the United States, President Barack Obama signed the Federal Buildings Personnel Training Act of 2010 (FBPTA). It is mentioned that the bill's premise is "if buildings are maintained properly by trained and certified facility professionals, buildings will perform better and at lower costs and ultimately be worth more at their time of disposition..."<sup>1</sup>

Our individual and collective goal as stated above, is to provide our profession and all those Facility Management professionals supporting our profession with the education, training and tools to be able to properly and professional maintain various assets and buildings.

Although our numbers may be few, with renewed emphasis and support, the Northern Alberta Chapter of the International Facility Management Association will be able to reach out and broaden our horizons and gain the professional exposure and respect of our industry.

During this Holiday and Christmas Season, may we as individuals and perhaps companies and organizations also reach out in some way to those who less fortunate than ourselves. We see and go by them every day. Aesop once said "No act of kindness, no matter how small is ever wasted".

May everyone have a joyous, happy and safe Holiday and Christmas season with family and friends.

Best Regards  
Brian Lillie, FMP  
NAC President

## NEW MEMBERS

## WELCOME!

*Welcome to the following New Members in 2011*

Susan Dober	Facilities Lead/Office Manager	CH2M Hill
Ivor J. Macgregor	Director of Operations	Sodexo
James E McDonough	Corporate Business Manager	Herman Miller Canada
Robert Scott	Regional Director	BEE-CLEAN Building Maintenance
Mark McCargar	Regional Operational Manager	Brookfield LePage Johnson Controls

To ensure the future of the Northern Alberta Chapter of IFMA, it is important to mentor your colleagues and new staff demonstrating the value to your employer by encouraging membership with the local chapter of IFMA.

## PROGRAMS 2011-2012 Season

### Register Now for the Christmas Dinner Event

**Wednesday, December 14<sup>th</sup>** with Mike Mack, on Social Media at the Royal Glenora Club, 5:30pm

January	CFM Study Group starts
February	Education Session, 'Workplace Trends & Sustainability for Facility Managers' presented by four industry leaders February 28, 2012 3:00pm to 5:00pm, at the Alberta Research Council
March	EPCOR Tour - Tentative
April	Edmonton Clinic North Tour- Tentative
May	AUMA Building Tour Wind Turbines - Tentative
June	AGM and Barbeque or Golf, location to be determined

## CFM EXAM REVIEW CLASS OF 2012

**What is the Review Class? This preparation course is to assist you in successfully completing IFMA's Certified Facility Manager (CFM) Examination.**

It is designed to provide those preparing to take the exam with increased confidence. It is not an in-depth study of FM but an opportunity to self-evaluate your readiness to take the exam and to increase your comfort in the areas that you may not have as much experience. The review discusses the format, sample questions and information related to the nine **(9) competency areas** tested in the exam. Each week a competency and exam question review will be lead by local chapter members that have completed their CFM certification and will share their experience and exam questions with candidates to strengthen your knowledge and increase your confidence in each of the competency areas? **Details attached to newsletter. January 14 to February 25, 2012 Saturday mornings 8:00 am - 12:00 pm Location: ACM Architecture / Construction Managers 10803 – 105 Avenue, Edmonton.**

## BUILDEX MARCH 20 & 21, 2012

**Once again the Northern Alberta Chapter will be participating in the trade show at Buildex at the Expo Centre.** BUILDEX is Edmonton's premier tradeshow & conference for three distinct groups of industry professionals: Property & Real Estate Management and Architecture & Interior Design. Hosting over 150 exhibitors and drawing more than 2000 attendees each year, BUILDEX is the largest event of its kind in Edmonton and has become a must-attend industry event.

<http://www.buildexedmonton.com/> Your participation as a volunteer is needed at the booth, please contact Vicki Hackl, [ifma-nac@ifma-nac.org](mailto:ifma-nac@ifma-nac.org) to confirm your interest and availability.

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## 2011 – 2012 BOARD of DIRECTORS

Brian Lillie, FMP	-	President
Paul Simons, CFM	-	Past President
Bill Cormack, CFM -		Vice President
Marilyn Graham		Treasurer
David Wray		Secretary
Wayne Heartwell	-	Membership
Glenn Matich		Director
Mike Pieters		Director
Vicki Hackl		Administrator

## RESOURCES [www.ifma-nac.org](http://www.ifma-nac.org) local chapter web site

Encourage your employer to **post your job advertisements** on the web site under Classifieds. There is a \$150.00 fee [members and non members], no GST, to post one job ad. Email a pdf file with your company contact information to [ifma-nac@ifma-nac.org](mailto:ifma-nac@ifma-nac.org)

If you have ideas for events, education sessions and newsletter articles please contact Vicki Hackl at [ifma-nac@ifma-nac.org](mailto:ifma-nac@ifma-nac.org)

## RESOURCES [www.ifma.org](http://www.ifma.org) IFMA headquarters web site

**Facility Management Staffing Report, Research Report #33** This insightful report allows facility and H.R. professionals to determine if they are applying sufficient resources to the FM function. **Order a copy from the IFMA Bookstore today.**

**Job Seekers:** Resume postings are FREE. Set up your own private My Career account for free job alerts, to store cover letters, resumes and more.

**IFMA's Online Education** - Featuring multimedia self-study course modules developed from the nine facility management competencies and performance skills, IFMA's Online Education allows you to earn CEUs and successfully complete the Facility Management Professional credential. [View available online courses and prices.](#)

IFMA is the Houston, Texas-based professional association for facility management with approximately 19,000 members in 124 chapters and 78 countries. The organization offers networking opportunities through its regional chapters and councils structure, provides certification and educational programs, conducts research, spots trends and assists facility managers in developing skills and strategies to manage the human, structural and real estate assets of an organization. For more information, visit the Association's Web site at [www.ifma.org](http://www.ifma.org).

<sup>i</sup> International Facility Management Association "Year in Review 2010-2011" page 4.



International Facility Management Association

## IFMA Northern Alberta Chapter Presents

# CFM Exam Review Class of 2012

**January 14 to February 25, 2012**

**Saturday mornings 8:00 am - 12:00 pm**

**Location: ACM Architecture / Construction Managers 10803 – 105 Avenue**

**What is the Review Class? This preparation course is to assist you in successfully completing IFMA's Certified Facility Manager (CFM) Examination.**

It is designed to provide those preparing to take the exam with increased confidence. It is not an in-depth study of FM but an opportunity to self-evaluate your readiness to take the exam and to increase your comfort in the areas that you may not have as much experience. The review discusses the format, sample questions and information related to the nine **(9) competency areas** tested in the exam. Each week a competency and exam question review will be lead by local chapter members that have completed their CFM certification and will share their experience and exam questions with candidates to strengthen your knowledge and increase your confidence in each of the competency areas?

### **IFMA's Nine (9) Competencies:**

- |  |              |
|--|--------------|
| 1. Introduction - Leadership & Management      | Jan 14, 2012 |
| 2. Planning and Project Management             | Jan 21, 2012 |
| 3. Operations & Maintenance                    | Jan 28, 2012 |
| 4. Quality Assessment & Innovation             | Jan 28, 2012 |
| 5. Real Estate                                 | Feb 4, 2012  |
| 6. Communication/Human & Environmental Factors | Feb 11, 2012 |
| 7. Finance                                     | Feb 18, 2012 |
| 8. Technology / CFM exam review and techniques | Feb 24, 2012 |

**RSVP Deadline: Please RSVP no later than Friday, December 23, 2011**

**Cost:** for Members and Non Members, membership is encouraged.

**\$250.00, GST not applicable. Includes: CFM Study materials. Refund Policy:** No refunds will be given after January 14, 2012. In the event of cancellation, or event change, ONLY those registered will be contacted.

### **Contact:**

November 2011 #205, 10940 – 166A Street, Edmonton, AB T5P 3V5. 780-435-8716 phone 780-452-7718 fax.  
[www.ifma-nac.org](http://www.ifma-nac.org) [ifma-nac@ifma-nac.org](mailto:ifma-nac@ifma-nac.org)

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Further information on this event can be obtained by contacting Paul Simons at [psimons@sprucegrove.org](mailto:psimons@sprucegrove.org)

**Registration:**

To assist in a smooth and quick registration process, we are asking all attendees to pay in advance of the event.

**Seating is limited, so register NOW!**

**Top 5 Reasons to Get Certified**

- 1. Distinguish Yourself.**  
In today's competitive job market, your CFM status puts you ahead of the competition. Certified Facility Managers have proven their abilities and demonstrated their commitment to achieving excellence in the profession.
- 2. Invest in Your Future.**  
CFMs earn, on average, 13% more than non-certified facility managers. Earning your CFM is one of the most important career decisions you can make.
- 3. Demonstrate Your Leadership and Initiative.**  
It's not easy to achieve CFM status. The CFM credential is a tangible sign of your success. Share your expertise and mentor up-and-coming members of your organization.
- 4. Advance Your Profession.**  
Facility managers must be proficient in a wide range of competencies. The CFM program articulates the level of skill and talent required of this industry.
- 5. Enhance Your Professional Network.**  
Enjoy opportunities to network during special CFM events. IFMA chapter members will develop their professional relationships while tapping in to a wide spectrum of credible and knowledge resources.

**To Register, fill out the following**

**PrePay:** Fax, email or mail a cheque to the IFMA Office, Cheque, cash, VISA or Mastercard

**Fax:** 780-452-7718 **Email:** [ifma-nac@ifma-nac.org](mailto:ifma-nac@ifma-nac.org)

**Mail:** IFMA Office, #205, 10940 – 166A Street, Edmonton, AB T5P 3VP

**Cost:** \$250.00 GST not applicable

Name and Position \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Company: \_\_\_\_\_

Credit Card No. \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Receipts issued upon receipt of payment.

**Cost:** for Members and Non Members, membership is encouraged.

**\$250.00, GST not applicable. Includes: CFM Study materials. Refund Policy:** No refunds will be given after January 14, 2012. In the event of cancellation, or event change, ONLY those registered will be contacted.

**Certified Facility Manager® (CFM)**

The most respected global credential in facility management. The Certified Facility Manager® (CFM) credential sets the industry standard for ensuring the knowledge and competence of practicing facility managers. The Certified Facility Management process was designed to assess competence in the field through work experience, education and the ability to pass a comprehensive exam.

Visit [www.IFMACredentials.org](http://www.IFMACredentials.org) for more information on becoming a Certified Facility Manager