



All Employees Meetings

October 16 & 30, 2014

Fiscal Year 2015

First Quarter Employee Recognition

Elias Mahfoud, Facilities Information Systems Employee of the Quarter



This award is presented to an individual with exceptional performance above and beyond expected duties, exhibits outstanding customer service, and demonstrates creativity and initiative that results in outstanding measurable outcomes over the course of the quarter. Recipients for this award will be submitted for recognition under the Governor's Award for Excellence Program.



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Employee of the Quarter

Congratulations to Elias Mahfoud for being awarded “Employee of the Quarter” at the Facilities Management 1st quarterly meeting of the 2015 fiscal year. Mahfoud became a member of the Facilities Information Systems (FIS) team in July of 2013. His first assignment was a space management project. While working on space approvals, he realized that the lack of a unified approval system made implementing new approval processes difficult and hard to troubleshoot. Subsequently, he came up with the idea of designing a process management system within ARCHIBUS to streamline processes and approvals. In February of 2014, he started working on the new process management system as part of the key management project. This new system made one of his colleague’s projects easier to finalize.

Because of Mahfoud’s innovative thinking, approval processes can be implemented in half a day rather than the 3 days it was taking before. This frees up Facilities Information Systems for doing more projects and therefore is a significant cost saving for the university. Additionally, the new process management system allows Facilities Management to build approvals and workflows in a structured way using self-documenting code. This will make it easier to detect errors and restructure processes in the future, and it improves efficiency.

Fred Brillante, Director of FIS, pronounced, “Elias has done an excellent job pioneering a new process management system. He consistently goes above and beyond to ensure that Facilities Information Systems produces the highest quality product with great efficiency. Many times, users ask for something incredible and voilà it is completed. Customers have come to rely on Elias due of his phenomenal solutions.”

Nominated by: Fred Brillante, Director, Facilities Information Systems



Team of the Quarter – *APPA Award for Excellence Team*

Chip Yensan - Associate Director, Research & Economic Development Charlotte Research Institute,
Laurie Manderino - Office Manager of Facilities Planning, Melanie Witherspoon - Director of Facilities Business
Office, Shelly Theriault - Communications Officer, and Casi Shepardson - Committee Chair (not pictured)



This award is presented to a team with exceptional performance above and beyond expected duties, exhibits outstanding customer service with fellow workers and the university staff and demonstrates creativity and initiative that results in outstanding measurable outcomes.

Team of the Quarter

These individuals served at the APPA Award for Excellence Committee for the Department. They led our year long self assessment which included gathering a multitude of information and data, assessing the data, identifying gaps, and writing and extensive report. Their work required interfacing with every part of Facilities Management. They met difficult deadlines on time which often required extra work after normal duty hours and this work was accomplished on top of their normal jobs. The end result of their work was a 44 page Award for Excellence submission to APPA.

As a result of their efforts, Facilities Management received APPA's prestigious 2014 Award for Excellence which is bringing national recognition and praise to our department. This extraordinary success required outstanding teamwork and effort beyond the norm and they should be recognized for this achievement.

Nominated by:

Philip M. Jones, Associate Vice Chancellor for Facilities Management



Safe Teams of the Quarter

First Shift – Facilities Operations, Building Environmental Services, and Recycling



Pictured above left to right are: Steve Jackson (Grounds), Danny Dang (High Voltage), Gene Sneed (Zone 2), Jerome Crawford (Automotive), Brian Perry (Zone 3), Rosalia Moron-Perez (South), Mark Efird (Renovations), Josh Hyatt (Zone 7), Sara Brooks (North), Sammy Moore (Zone 4), Janet Davidson (CCB), Eddie Seegars (Zone 5), Lily McDuffie (EPIC 1), Bob Fitzgerald (Zone 6) Jim Fuchene (Fire Alarms), Amir Patterson (Recycling), and Randy Hudson (Steam Plant)



Safe Teams of the Quarter

Second and Third Shifts – Building Environmental Services



Pictured above left to right are: Wilfride Joline (Woodward), Angela Mullins (West), Franjo Pauler (Library), Marcus Brown (Kennedy), Judy Davie (EPIC 2), Johnny Doyle (East), Radmilla Pavlovic (CRI), and Marijan Pavlovic (Friday)



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Individual and Team Awards of Excellence

The submissions must meet at least one of the following criteria to be eligible for the employee of the quarter award.

Customer Service

Staff member provided customers with service or assistance far beyond what is normally expected or required of the job. (Details of the event should be listed)

Collaboration

Individual or team exhibited outstanding performance effort, initiative, or creativity that involved reaching across unit or department lines to fellow FM team members or other UNC Charlotte staff to produce positive change. (Details of the event should be listed)

Innovation

Event or activity generated a novel, creative or valuable idea used to develop new or improved processes, methods, systems, products, or services that improved or made FM or UNC Charlotte a better place to work. (Details of the event should be listed)

If the nomination does not meet any of these criteria, the nominee receives an applause card signed by Phil Jones acknowledging recognition of doing their job well. Employee will receive the card prior to the All Employees Meeting. All who receive applause cards for the quarter will be noted on a slide during the All Employees Meeting.



Benny Reese, Facilities Information Systems Award for Excellence



Early 2013 UNC Charlotte kicked off our first Building Information Modeling (BIM) and Integrated Lifecycle Management (ILM) Plan with the new PORTAL Building. The UNC Charlotte ILM Plan calls for the collection of equipment data by the contractor during the construction process using a field data application such as BIM 360. It is estimated that it takes users on average 3 man hours per piece of equipment to enter information so having the contractor enter the information is a significant cost savings for the university. The plan was to have the contractor gather equipment data and for the vendor to write a BIM connector from ARCHIBUS to Autodesk BIM 360. The contractor gathered the equipment data but the vendor was unable to complete the connector due to a lack in funding. In February of 2014 I assigned Benny to finish the connector and download the data from Autodesk BIM 360 into ARCHIBUS. During the course of the project Benny realized that the Application Programming Interface (API) for BIM 360 was missing key information which halted our project. After much discussion with Autodesk, Benny was able to talk to one of the developers in China to find out the missing API information. Afterwards, he completed the project in short order. I am nominating Benny for this award for his tenacity in completing this project and innovative way he created the connector. The connector he implemented is loosely coupled to Autodesk BIM 360 in a way that does not damage existing equipment data but efficiently populates ARCHIBUS equipment database. Benny also created active reports to identify errors in the equipment entered by the contractor. The equipment data will save the university money in maintenance in the years to come.

*Nominated by: Fred Brillante,
Facilities Information Systems*



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Michael Rogers, Facilities Operations – Renovations Award for Excellence



I would like to acknowledge Michael Rogers for his outstanding professionalism! I have had the opportunity to work with Michael Rogers on two recent occasions. First, when Michael assisted James Williams in evaluating the caged area in East Deck 1 to move the Chancellor's Gem vehicle and second, when he identified and corrected a problem with a storage unit in our office.

I appreciate Michael's good nature and his professional attitude. He is a true gentleman! It is a pleasure to work with Michael on any project!

Nominated by: Brenda Shue, Chancellor's Office



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Paula Lail and G. David Smith Facilities Operations – Zone 2 Team Award for Excellence



We have been having serious challenges in the Colvard Building with Building Temperatures and the pneumatic system and we needed some people that could dedicate themselves to dig deep in the HVAC system to get temperatures that are in the normal range.

Due to the work load in Zone 5, we reached out to Bob Smith and Ed Diaz for some help and they let us use the expertise of both Paula and David to work on this system. Although they were not familiar with the building, they got in there and solved some of the issues that was causing the extreme temperatures.

Thanks to both Paula and David for being willing to help with finding a solution.

Nominated by: David E. Smith, Facilities Operations – Zone 5 Supervisor



Facilities Operations – Fire Controls

Stanley Gant, James Luchene, Jeffrey Michel, William Clark, Jeffrey Briggs, Robert Whisnant
Team Award for Excellence



The fiber-optic network - which serves to monitor every fire alarm system on campus – developed a very puzzling problem recently. What would have seemed at first to be an easy fix quickly developed into a virtually inoperable communications network. Jeff Michel and Jim Luchene worked most all day until approximately 6:00 p.m., eventually getting the network stabilized, though not completely optimal. Unfortunately around 8:30 p.m. the network began “crashing” again. Jim Luchene had just arrived at home when he received the request from Dispatch. Jeff had agreed to come in and help Jim if something went South, which he promptly followed through on. With help from Jeff, Jim was finally able to nail down the problem and the network stabilized.

Also, 2 of our Fire Sprinkler techs, Willie Clark and Jeff Briggs, took it upon themselves without any direction from Stan to go investigate the state of our fire sprinkler devices in Wallis Hall where painting contractors have been very busy. These painting contractors were specifically informed NOT to paint over any fire safety equipment by Fire Systems in a pre-construction meeting. Willie and Jeff have discovered a large quantity of painted heads and escutcheons and provided valuable documentation to Housing Residence Life, which can then be used to recoup University dollars. This unit has really worked hard to get things corrected around campus. When it comes to life safety they take it seriously. This team pulls out all the stops and makes sure to get issues resolved right away. They are truly a great example of a "Team of Teams".

*Nominated by: Paul Taylor, Facilities Operations -
Area B Manager*



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Food Service Summer Projects Team

*Chris McKinney, John Renwick, Jack Hartsell, Sammy Moore, David Weimer,
Kenyel Spaulding (Zone 4) and Dan Reichert (Zone 6)*

Team Award for Excellence



Just wanted to send a note to you and your staff thanking you for all the hard work you and your staff put in this summer on the Auxiliary Services Summer Clean Up Projects for Campus food services venues. These projects went really smooth, we furnished you a list, did a walk through, you and your staff took ownership and made it happen. What was really good is the constant feedback from John Renwick with questions, issues, and good suggestions as the clean-up progressed. I felt we were always in the loop on the work taking place. I also appreciate and noticed that you did pull in additional staff and shops as needed, this was a good use of resources. As work proceeded, we made changes/additions as needed, your staff had a great attitude and just made it happen, thanks for being flexible. We discussed several times as items were cleaned up, it made other items stand out with a need for more attention for appearances sakes. I appreciate you and your staff being aware of costs and your efforts to keep them at or under the cost estimates that you furnished at the beginning of the summer. With the tightening of monies, this really helps us keep a firm grip on our financials meeting our fiscal responsibilities.

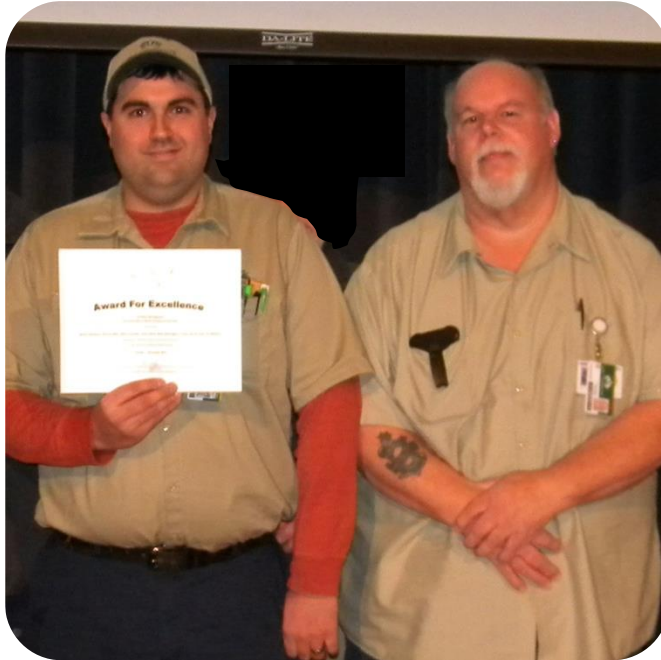
Bottom line, we are trying to give our patrons comfortable and appealing food venues, your efforts partnering with us has assisted in accomplishing this goal! Thank you and give thanks to John Renwick, who was your lead in these projects, along with all others who participated, it was a “JOB WELL DONE”!

Areas work occurred: CAB, RDH, Cone Center Main Street Market, Prospector, Fretwell Peet's, Atkins Peet's Type of work: Painting, grid/tile ceiling replacement, shore up walk in cooler ceiling, replacement of laminate counter, some kitchen equipment repair, table repair, install new chair rail moldings, HVAC grille cleaning and painting, etc.

Nominated by: T. L. Smith, Business Services



Steve Conder and Andy Lavoie Facilities Operations – Lock Shop Team Award for Excellence



I would like to acknowledge Steve Conder and Andy Lavoie in the Lock Shop for their recent excellent customer service in researching, identifying, and supplying keys for our office suite, GEM, and GEM cage.

Steve and Andy swiftly assessed our problems and provided prompt resolution in several "key areas." Steve assisted a new staff member by identifying a key coding error from an inventory log.

Steve swiftly made the adjustments, corrected the error, and impressed the new employee. Andy was able to locate a specific lock that we needed to secure the Chancellor's GEM vehicle.

In addition, Andy identified the most efficient manner to delegate keys to specific users, which has been very successful. Steve and Andy are a pleasure to work with at UNC Charlotte. Great job!!

Nominated by: Brenda Shue, Chancellor's Office



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Facilities Focus Staff and Contributors

Solomon Franklin, Ronda Latham (BES), Shelly Theriault, Clyde Derberry, Beth Brown (FBO), Devin Hatley (Recycling), Christy Case (Operations), Amanda Caudle, Elizabeth Frere (Design), Pamela Duff (FIS), Laurie Manderino (Planning) and Dorothy Vick (Capital)

Team Award for Excellence



I am nominating the Facilities Focus Staff and Contributors for a Team Award for Excellence in the categories of Customer Service (internal) and Collaboration.

Facilities Focus is a communication tool for the benefit of all Facilities Management employees to develop a better informed workforce, to foster a greater sense of community, and to build morale. This is done by providing employees with updates on current news within each unit, recognitions, and recent accomplishments. As the editor, I am the only person on the Facilities Focus staff that has Facilities Focus as a part of my job description or work plan. However, bringing all of this information together takes a team.

The staff members are Solomon Franklin, Shelly Theriault, Beth Brown, Laurie Manderino, and Ronda Latham. This core group has specific individual roles towards producing this publication. Solomon is the creative director and uses his expertise to design the cover and finalize the layout already drafted by the editor. Solomon and Shelly provide insight and creative ideas to enhance the look, layout, and brand of the publication. Beth provides the Human Resources information including the list of new hires, promotions, and birthdays. Laurie and Ronda write the employee of the quarter and team of the quarter articles respectively. This includes conducting interviews with the winners with a small window to produce the article to meet the Facilities Focus deadline. In addition, Solomon, Shelly, and Laurie are responsible for submitting articles on behalf of their respective unit.

The contributors (Clyde Derberry, Dorothy Vick, Pamela Duff, Christy Case, Devin Hatley, and Amanda Caudle) either volunteered or were delegated this role by their respective supervisor. They are also responsible for submitting timely information on behalf of their respective unit. Devin Hatley and Elizabeth Frere are the current proofreaders with Laurie assisting me in proofing the final draft. Most have assisted with the newsletter at least a year and some much longer. Facilities Focus may take a few seconds to flip through and a few minutes to read, but it takes weeks to prepare. Everyone prepares their articles and fulfills their newsletter duties in midst of their regular work related responsibilities and deadlines. It takes a cooperative, purpose driven team to produce this publication. They deserve the recognition and wholehearted thanks for their roles in preparing and presenting Facilities Focus to the 400+ readers each quarter.



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Nominated by: Beverly R. Imes, Associate Vice Chancellor's Office; Editor, Facilities Focus



- Individuals
 - Kathy Fisher, Automotive
 - Pamela Duff, Facilities Information Systems
 - Jonathan Coty, Facilities Information Systems
 - James Williams, Renovations

- Team
 - **Event Office Maps** - Andrew Futrell and Michael Peddycord, Facilities Information Systems
 - **Customer Service to the Chancellor's Office** - Lee Snodgrass, Paul Taylor, David Smith, and Helen Giroux, Facilities Operations



Random Photos



Jim Kay, Staff Council President



Kevin Hart, Urban Institute



Chris Bates, Assistant Vice Chancellor for Administration, Business Affairs



Forum with the Facilities Directors