



Shop Talk

Facilities Management

Duke University

Creating Tomorrow's Duke Today

October 2013

Message from the VP

Facilities Management is a service organization, and while we have our own mission and vision, we exist to provide services to meet the goals of Duke University. In the last month I have announced several changes to Facilities Management which will put us in a position to better serve the university.

The merger of Business Services with Duke Finance took place to centralize financial reporting at Duke. This consolidation is one way that the Duke Administrative Reform Team (DART), created after the economic downturn in 2008, can reach its goal of reducing the University's operating budget. Having a direct link with the Duke Finance office will provide better service and efficiencies internally and externally.

The reorganization of Maintenance Services addresses the findings of the Building Maintenance Assessment study, which includes the need to improve our safety culture as well as the way we care for hi-tech buildings and critical systems on campus. The new Customer Service Center will allow us to fully utilize the new Computerized Maintenance Management System (CMMS), which will be rolled out in 2014. CMMS is a computer database used to track our inventory, work requests, and scheduling for the entire department.

The Customer Service Center and CMMS will improve customer service and give our staff working across campus the ability to work more efficiently.

These changes will include challenges but I believe the department is on the right path to work more efficiently, and will meet these challenges and become a stronger service organization as a result. Thank you!



John J. Noonan
Vice President for Facilities

BRYAN CENTER BEFORE AND AFTER



This photo, taken in 2003, shows the Bryan Center entrance before the plaza was built.



This photo, taken in September 2013, shows the much improved facade and the difference the plaza makes!

YEARS OF SERVICE HONOREES



Five years of service: (left to right) Josefina Ayala Valladares, Irene Pena, Scotty Terrell, Rodney Terrell, Stephanie Jones, Beverly Jordan, David Grizzle, Alicia Palacio, Thomasena Johnson, Robert Jones, Paul Westray, Jacqueline Lyon, Cash Davidson, Sara Gardner, Lashawanda Harris, Joel Woods, Lucille Hawkins. Not pictured: Munir Ali, Roger Conner, Miguel Gutierrez-Ontiveros, Stephanie Jones, Khun Kham, Jacqueline Little, Chad Mills, Adam Neathery, Shirley Nunn, Quincelen Parrish, Jose Pena, Domenique Pinkney, Kenneth Rawls, Scott Thompson, Larry Vanstry, Jasmand Whitfield, and Diane Zakos.



Ten years of service: (left to right) Oscar Morales, Jerry Wallace, Fred Frigo, Dave Chulla, Rashawn Bright (kneeling), Lester Matte, Marvin Parker, Rosa Varela, Kevin Matamoro. Not pictured: Donnie Burton, Claudius Davis, Audrey Frasca, William Harris, Andrew Hicks, Michael Johnson, Wesley Laws, Maria Lenor Lopez, Ryan McCrea, Thane Morrow, Philip Powell, Dwayne Pratt Besil Reyes, Meeko Weather-



Fifteen Years of Service: (left to right) Dorothy Dunkins, Sarah Hall, Myron Taschuk, Cindy Beard, Sergey Furer. Not pictured: Ezara Doles, Steve



Twenty years of service: Ray Adams, Wayne Herndon Not pictured: Reid Babinec, Clara Lee



Twenty-five years of service: (left to right) Herbert Johnson, Kelvin McCoy, Travis Lewis, Larry Jackson, Paul Schuler Not pictured: Mildred Bailey, Gloria Biddings, Dwight Jeffries, Bill McKnight, Stephanie Mitchell, Kathy Perry



Fun Fact: The logs on the left came from trees felled at the Reclamation Pond site. They were hauled off to a lumber mill and returned to the site in the form of building material. The photo on the left shows the first load of lumber returning to the pond site. It will be used to build the decking as well as the rough sawn facing for the joists for the bridge and boardwalk.



YEARS OF SERVICE CONTINUED



Thirty Years of Service: Don Watt.
Not pictured: Purvis Daye, Lueisa Lowery.

Thirty -five years of Service: Not Pictured: John Britt

HOUSEKEEPERS APPRECIATION WEEK

Housekeepers were recognized in September during International Housekeepers Week in all sorts of ways. Former Duke basketball player Jon Scheyer who is back on campus as an assistant coach for the Blue Devils men’s basketball team spoke to a full house at the appreciation luncheon. He emphasized that the housekeeping staff are responsible for the appearance of campus, which plays a vital role in the athletic department’s recruiting efforts. Employees in LSRC hosted a coffee and danish break for the housekeeping staff and introduced them to the faculty and staff who work in the building. Fuqua made a sign and placed it at the entrances the building, and the building managers at the law school wrote a poem!



Sign in Fuqua during Housekeeping Appreciation Week



Jon Scheyer tells housekeeping staff how they help with recruiting

CONGRATULATIONS TO THE SEPTEMBER EMPLOYEES OF THE MONTH



Pam Bell-Jones, Housekeeping Supervisor, 5 months of service. She is dedicated to the overall success of University Housekeeping and has assisted other supervisors and looked for ways to help the unit improve. She has received glowing remarks from her customers and from the newer supervisors.



Helen Brantley, Clerk V, 11 years of service. Helen was nominated by a customer who said “Helen keeps her cool, provides good information and makes sure that I’m comfortable with the response. She is always a caring and concerned voice on the other end of the line and I know that my issues are going to be passed along promptly to the right people.”



John Duke, Steamfitter, 32 years of service. John is responsible for maintaining the tools and materials for both the Steam & Utility Shop and the Utility Plant Maintenance Shop. He developed and maintains a tool storage facility and tracking system which has drastically reduced costs. Customer response and work order completion times have improved due to his efforts.



Regina Elliott, Financial Analyst, 12 years of service. Regina has demonstrated a can do attitude in taking on new responsibilities during the transition period. In addition, she has taken the initiative to suggest process changes that have made our team more efficient.



Fred Tootle, Housekeeper, Marine Lab, 2 years of service. Fred is a hard worker who always has a smile on his face. His positive attitude influences others around him, including other Marine Lab staff and students. He helps create a great work environment.

Safety Zone by Mike Snyder

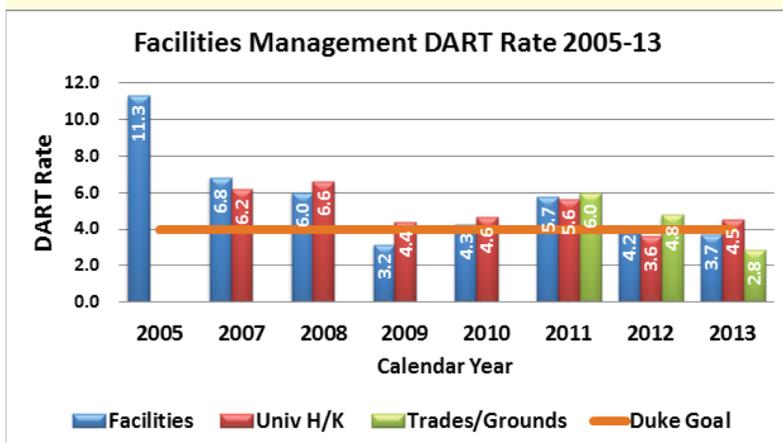
On-the-job Injuries: What Can We Do to Eliminate Them? – Part 2

Throughout this year we have placed a continuing emphasis on providing material and safety talks about what we, as individuals and a department, can do to eliminate work related strains and sprains. We've provided hand-outs and viewed videos that have talked about how to perform tasks in the correct ergonomically manner, seen what a back injury looks like, and provided testimonials on what could happen if we aren't paying attention or rushing to get a job done.

In any literature you read on this subject, the number one thing discussed that will lead to fewer strains and sprains is some kind of individual fitness program. To that end, with the support of management and the union, FMD is working with the Duke Live for Life administrators to figure how we can best assess individual need and then develop a voluntary stretch and flex program to offer to our employees. Stay tuned for more in the coming months as we continue work on this program.

First Aid/CPR/AED Training Recognition

I'd like to take this opportunity to recognize a couple of employees who, 4 years ago when the call went out, stepped forward and volunteered to become 1st Aid/CPR/AED instructors for our employees. Were you aware that not only did they have to complete an initial instructor training course, but are also required to get recertified as instructors annually? Since 2009, Steve Cook from our Plumbing Shop and Jeff Harward then from Grounds and now at the Duke Gardens, have provided over 25 training classes which have included close to 400 employees! These have included both FMD and Duke Gardens employees, most who are required to have this training as part of their profession, but some who wanted the knowledge about what to do should an emergency arise and they were nearby to assist. Jeff, a former police officer, and Steve, a firefighter, are always more than willing and happy to conduct this training. The required student evaluations always rate them as outstanding instructors. So, to Jeff and Steve, we say THANK YOU for your time and dedication to this most important need!



Calin Scripa, Dwight Jeffries, and Boyd Pickard participate in CPR training



Our Mission: To be stewards of Duke University by providing excellence in planning, design, construction, cleanliness, operations and maintenance for facilities, grounds and utilities in a customer-focused, efficient and sustainable manner.