

# PIPELINE

Winter 2011/ Vol 2/ Issue 1

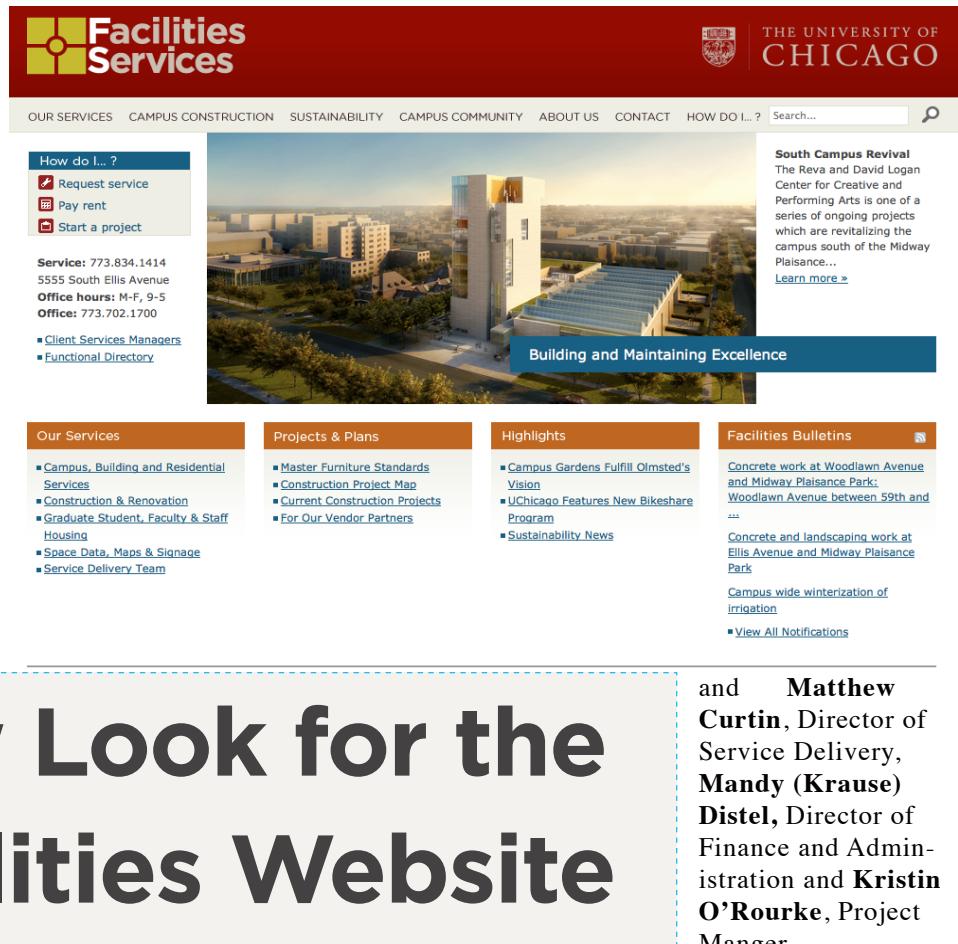
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Facilities Services is pleased to announce the launch of its new website. With the old website outdated and badly in need of a makeover, a steering committee was formed with the collective focus to make a new dynamic and user friendly website that would be more accessible to its clients.

**E**rin Wieand, Executive Director Management Services who, along with **Mary Anton**, Director Space Management Information and Reporting, co-chaired the website steering committee and workgroup, stated "This was a year-long project involving multiple staff at all levels within facilities. We could not have achieved our beautiful end result without the input of all involved."

**W**eekly meetings began in the fall of 2009. The committee's work included developing information on the audiences of the site and what kind of informa-



## New Look for the Facilities Website

tion different groups would need, and conducting an "audit" of the existing facilities website to determine what should stay, what should change and what should be removed. The committee also researched websites of facilities services organizations at other universities and developed the new layout, content, look and feel of our current website.

**A**long with Erin and Mary, the Steering Committee included: **Kevin Austin**, Director of Campus & Building Services, **John Carey**, Sr. Client Services Manager

and **Matthew Curtin**, Director of Service Delivery, **Mandy (Krause) Distel**, Director of Finance and Administration and **Kristin O'Rourke**, Project Manager.

**T**he Workgroup included: **Dahlia Boyd**, Graphic Design Specialist, **Jay Chesslo**, Human Resource Manager, **John Chow**, Property Manager, **Colleen Lanier Christensen**, Sustainability Program Coordinator, **Dwight Jackson**, Building Engineer, **Roslyn Johnson**, Director of Procurement & Economic Impact, **Dion Manna**, Manager of Financial Analysis, **Herb Mueller**, Trades Shop Supervisor, and **Alicia Murasaki**, Director of Pre-construction Services.

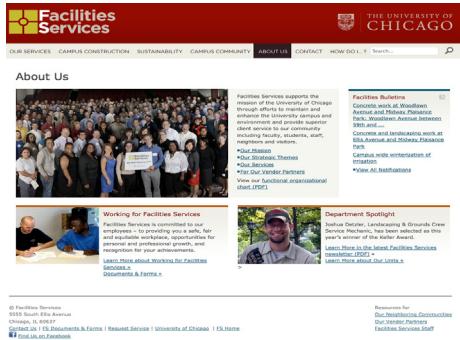
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## FS Website Continued

**E**rin went on to say, “While we have achieved a significant goal in this new, more easily navigable web page launch, the ultimate goal is to ensure that the website remains a ‘living and breathing’ thing... that we keep it up to date, rotate stories of interest, update information as it changes, and work to further integrate all aspects of our work within this important tool for our internal and external clients”.

To view the new website go to <http://facilities.uchicago.edu>, where you will find some interesting new features including a “How Do I....” and a “Functional Directory” that are designed to make your search process easier.



# Newsletter Survey

We want your feedback about the FS Pipeline Newsletter! Answer the questions below and ***return to Rose Hart, Young Building Reception, by Friday, February 18*** to be entered to win a University sweatshirt.

Name \_\_\_\_\_  
Unit \_\_\_\_\_

# Quality Assurance: A United Front

**A** “turbocharged” Quality Assurance (QA) Program has recently been initiated throughout FS. The involvement of **all** FS staff in the program connects to all of our five strategic themes, most especially Service Delivery.

The QA program was first presented at September's All Staff meeting, and then distributed to all Facilities Services staff on November 11. To ensure success, it is important to understand how this program works. Simply put, QA asks that all staff – at all levels – report problems to the Service Center before detected, and reported, by a client, enabling us to proactively address problems.

Common QA examples include: icy pathways or entrances, lighting (inside or outside) outages, custodial issues, standing or running water, leaking faucet or fixtures, downed tree limbs, project site specific issues, untidy work sites, safety and accessibility concerns, traffic hazards, building alarms and graffiti.

When a condition/problem/issue is identified, it should be reported directly to the FS Service Center in one of the following ways:

\* Telephone: (773) 834-1414 or 4-1414

\* Email: work-center@uchicago.edu

\* Maximo: If you are a Maximo user, enter work orders directly into the system, typing “QA” at the beginning of the request, as a “High Priority,” selecting the “Corrective Maintenance” status, and directing to the correct shop.

We urge and encourage you to report QA issues as you walk across campus, commute to/from work or take part in meetings.

in various campus or residential buildings. This includes City of Chicago (311) problems (such as street lights out, traffic signals mal-functioning, overflowing sewers or other hazards), and Park District issues on the Midway.



*QA program poster- coming soon!*

Many FS staff already identify and report QA issues — your efforts are appreciated. Your participation can help to transform and improve our campus environment!

If you would like more information about the QA Program, or would like to have the program presented at your next staff meeting, please contact Matthew Curtin-  
mcurtin@uchicago.edu.

## *Green Tip of the Quarter*

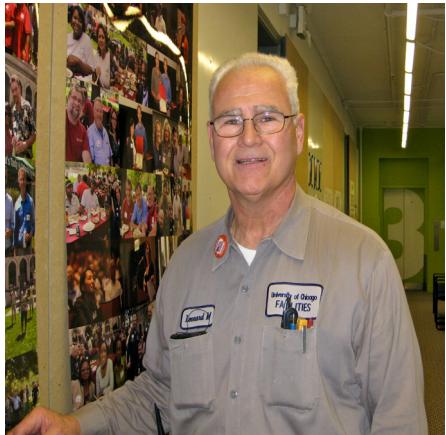
## Recycling Directory Launched

The Office of Sustainability recently released a new directory that compiles campus and other local recycling resources in order to assist the University of Chicago community to recycle as many everyday items as possible.

<http://sustainability.uchicago.edu/resources/recyclingdirectory.shtml>

# Spotlight on : Leonard Mackivitch

**L**eonard Mackivitch, known as "Lenny" by his colleagues, began his University career as a building engineer in 1970. In 1979, he attended DeVry to become an electrician. In the days before Facilities Services was recognized as a separate department, he worked at the Plant, a term referring to the hospital section of the campus and its myriad of older and smaller hospital buildings.



Leonard Mackivitch, FS electrician

in those out-of-the-way nooks and crannies. Old fixtures and antiques are everywhere but many are hidden behind the walls that Lenny has been working on for years. These campus treasures and the friends he has made are the reasons for his longevity at the University.

Lenny loves his job and each day is an adventure with new discoveries. The work can be challenging at times but you never know what lies behind the next wall. It could be an historical artifact that

hasn't been seen in decades and Lenny thinks that is "neat." He has seen a space suit used during a lunar landing, a famed wedding gift from Spanish royalty, and an antique light fixture at Stuart Hall.

There is some practicality to his discoveries as well. While working on a particular project, he surveys the room and takes note of all elements of the space, room, or building where he is working. He reviews the HVAC, plumbing, carpentry, and any other issues that may impact his project because what may seem irrelevant now could be significant later.

He knows almost instantly if a treasure he has discovered poses a problem with a project. The University is filled with buildings with old fixtures, many of which require parts that are no longer in production. Rather than order a custom part, Lenny knows where he has seen the replacement during his campus travels. Oftentimes, the part is on a forgotten shelf of the Inventory Shop or behind the newly built wall hidden from view. Now his treasure hunt has paid off and saved the University money.



Leonard inspecting the fire alarm panel

Not all treasure is about finding gold and sunken ships. Sometimes it's all around you. Ask Lenny and he'll say that you just need to know where to look.

## Employee Announcements

### Welcome to our New Employees

\* **Matt Beach**, Utility & Energy Mgr.  
\* **Zachariah Carson**, Asst. Utility Plant Operator  
\* **Aloysius Coffey**, Asst. Utility Plant Operator  
\* **Theresa Cook**, Property Mgr.  
\* **Laura Downs**, Finance Admin.  
\* **Terry Durcan**, Financial Analyst  
\* **Maya Gharpure**, Asst. Project Mgr.

\* **Warren Lockett**, Head Janitor  
\* **Al Marsh**, Building Engineer  
\* **Bob Muha**, Project Mgr.  
\* **Lonnie Rogers**, Material Controls Coordinator  
\* **Rayburn Thompson**, Asst. Utility Plant Operator

### Goodbye & Good Luck

Congratulations to Srecko "Lucky" Vujasin on his retirement after 26 years of service to the University.



Front Row: Theresa Cook, Laura Downs Back Row: Al Marsh, Bob Muha, Matt Beach, Warren Lockett, Terry Durcan, Lonnie Rogers

# From the Desk of Steve Wiesenthal

Dear Colleagues,

First and foremost, I would like to thank our grounds crew, utility plant and building engineers and all others who worked around the clock during the “Blizzard of 2011.” Your effectiveness and unwavering dedication during this historical storm has been much appreciated by all. As I mentioned to the grounds crew on Wednesday morning, our campus looked ten times better than the rest of the City!

It was great to see everyone at Seven-10 in December for our annual party. I’d like to thank all who helped organize, and all who came to celebrate the season.

Our efforts to enrich and enhance the campus community with the upkeep and maintenance of our buildings and grounds, provision of vital utilities and construction of new capital projects have been noticed by many, including President Zimmer, who plans to visit the Young Building in February to see our newly remodeled home. Here are just a few of our 2010 accomplishments:

- The Young Building transformation! Many thanks to all involved — a true team effort including the project manager, administrators, locksmiths, carpenters, building engineers, electricians, custodians and more — for making the building a beautiful place to work, and for ensuring as smooth a move as possible. Our open house in early December was a great chance for us to welcome colleagues, clients and consultants to our renewed building. We heard positive feedback from all about the collaborative new workspace, the artwork, the team environment, and all of the effort that went into the success of this renovation.
- The clear paths we all enjoy during inclement weather, thanks to our snow removal team, who often arrive as early as 3:00 am to clear the paths for the arrival of all on campus. Bravo for this “unsung” work!
- A safety assessment was completed in Operations in collaboration with Environmental Health and Safety. A plan has been developed to help increase our awareness and attention to “Safety First.” Please remember that workplace safety remains a top priority — our focus on safety is an ongoing endeavor to protect our greatest asset — YOU!
- The Midway Crossings project is nearing completion. This project is an effort to strengthen the connection between the North and South sides of the Midway. Compliments are pouring in. If you haven’t seen the Midway after dark, I suggest a change in your route to experience this installation. Hats off to the project team for a job well done!

*The Quad during the brunt of the storm.*

As we reminisce on 2010, we have much to look forward to in 2011, including:

- The completion of the Mansueto Library and the new home for the Chicago Theological Seminary and enclosing the Reva and David Logan Center for the Arts. Kudos to our hard-working project teams as these three significant buildings come to life!
- Training on the Quality Assurance program (launched in November) is continuing to roll out as we ensure everyone in the department participates in “owning the campus.”
- We are moving forward with our Maximo upgrade and will soon be testing new handheld devices that were selected via input from many on our front lines.
- Operations and Capital Project Delivery are jointly developing new Facilities Standards to guide us for years to come.
- The University’s first “Sustainability Strategic Plan,” will be rolled out to the entire campus, thanks to the leadership of Ilsa Flanagan and her Sustainability team.

So, even though “Da Bears” won’t make it to the Super Bowl, we have much to look forward to in 2011.

Let’s celebrate our current successes, as we look forward with enthusiasm to the great future ahead of us as we continue together to preserve, develop and maintain the U of C’s remarkable campus environment.

Best wishes to you and your families for a healthy, peaceful 2011.

With great appreciation,

Steve

*Contributors to this Quarter’s Newsletter:*

*Alice Chu, Matthew Curtin, Dwight Jackson, Dion Manna, Dan Schuch, and Ivette Westerman*