



The Art of Collaboration

by Jeremy Griffin

There are so many facets in what it takes to complete a construction project on time, and on budget. It is a process that has been, and will be constantly changing until the end of days. The irony behind the process is that we are all after the same goal. Change the process as we may, fundamentally it is and will forever be (to quote the Talking Heads) "the same as it ever was". The customer wants a price, a schedule, and a product with adherence to the solution on our part as the contractor. What we strive to achieve as the service provider here at WSU Construction Services is a level of completion, and a dedication to our customer that goes beyond the basic needs of our clientele on campus. Not only do we want to meet the expectations of our customer, we strive daily to exceed those expectations.

In the Construction Services shops and estimating team, there are so many "magic" moments in a day it is hard to compile in one statement. From the moment a customer inputs a request in "My Facilities" the gears begin to rotate and the machine that is Construction Services begins to purr. From the Service Center intake personnel, to the preparation and support from Facilities Services, Capital group, with the Facilities Services Construction estimators, to the shops leads and staff, there is one underlying detail that flows

cohesively through all of these entities, meeting *and* exceeding our customer's needs.

We have a dedicated, knowledgeable, and competitive staff that all work tirelessly to create an environment that is satisfying to all parties involved. Last spring, Facilities Services, Construction was tasked with the challenge of adding signage to some buildings on campus with very specific constraints in detail and schedule.

In May of 2014 my director, Craig Cole, emailed me a picture of two buildings on campus with a superimposed detail for the specific signage each college was requesting. "Voiland College of Engineering and Architecture" and the "Carson College of Business" were the schools in question. Following are the drafts that were issued at that time.



Collaboration..... continued page 2

Inside this Issue:

From the Associate Vice President	3
Grandma's Bits & Bytes	4
Service Awards	4 & 5
WSU Holiday Schedule	5
Promotions & New Employees	6 & 7
How to Reduce Waste in the First Place	8
KUDOS	8 & 9
Thanks for Working Safely Winner	10
APP Safety Question Contest Winner	10
APP Safety Question Contest	11



In August our staff was tasked with updating and installing an exterior blade sign at Wegner Hall, and installation for "The Gene & Linda Voiland College of Chemical Engineering & Bioengineering. I am proud to report that in all of these projects, we had one change order that was due to additional work requested by the customer. ALL of these projects were completed on or before the customer's deadline. Pictured on the lower half of this page are some of the finished products.

In all sincerity, thank you to all of our customers for continuing to make us the service provider of choice. We will continue to do our part to bring you the best end result possible.

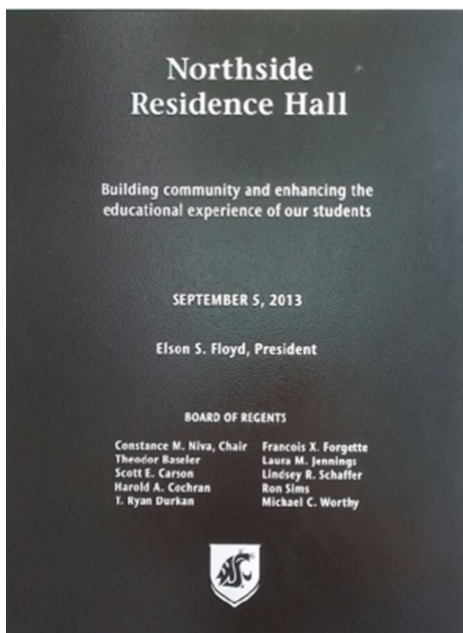


Our construction estimators immediately went to work and created a "conceptual" estimate to allow our clientele the option to accept or reject the project based on this anticipated cost.

Once the project estimates were accepted, our design team went to work. After these exterior projects were approved, Construction Services was also tasked with designing, fabricating, and installing exterior blade signs for EEME, Dana Hall, Sloan Hall, Jackson Hall, Todd Hall Addition, and Murrow Hall.

In addition to the exterior blade signs, we were then issued a request for building dedication plaques to be completed during our original schedule window for the Carson College of Business and Voiland College of Engineering and Architecture exterior signage.

In June, our staff was tasked with an interior project in Todd Hall and Todd Hall Addition that consisted of installing 11 different interior signs. Each sign included 68 or more individually set letters for Carson College of Business. We also installed (7) interactive monitors on levels 1-4, and painted walls to specifically identify the different departments within the Carson College of Business and accentuate the new signage.



From the Associate Vice President for Facilities Services.....Olivia Yang

I am writing this on the eve of Thanksgiving which seems a particularly appropriate time. As the year draws to a close and we gather with family and friends, it is a good time to look back at the year and count our blessings.

2014 has been a very productive year for us.

We have made great strides in our goal of being the service provider of choice. Being the service provider of choice is to be the campus' "trusted adviser". On many projects and in many conversations, this is how the campus now sees us. As a specific example, on a regular basis, we provide the objective information to the University Space Committee needed for decisions on an often overlooked resource: campus space.

We are well underway in integrating into one Facilities Services organization. We have put in place the leadership team who are implementing an integrated organization. We are implementing procedural and logistical structure for this integration. The Space module for AiM is up and operational. We are in the final activities of putting in place the modules for Capital and Work Order management. An integrated and streamlined operating budget report is now available, with the ability to focus on the operating budget of the smallest unit, allowing each manager to manage his/her own resources.

We are putting in place campus wide initiatives that will enable the campus to better respond to both emergencies and current realities. The building coordinator program is up and running. A collaborative and inclusive review of the emergency preparedness program is nearing completion. Late last year we began a review of the Minor Capital Renewal program, to develop a prioritization that is objective, fact based and informed by both the campus and subject matter experts. We have begun a multi-year survey of the conditions of our existing building conditions that will help inform our priorities in both maintenance and capital program. A few months ago we chartered a team across Facilities Services who will look at integrating our project delivery process: the development of design guidelines, assessment of our design review process and development of commissioning

and closeout procedures.

Our daily work continues at the same level of excellence and dedication. This past year, the campus grounds were again kept in impeccable condition. Snow removal continues to warrant kudos and compliments. Motor pool continues its standard of service whether on daily rental work or in one time vehicle purchases. Departments/Colleges continue to receive exemplary service from our Custodial and Waste Management crews. Unbeknownst to the University community, the Steam Plant employees continue to work round the clock shifts in performing preventive maintenance to keep the Steam Plant running in top condition providing heat to the campus buildings in support of faculty, staff, students, and research. We are blurring the lines between maintenance and construction which is allowing us to be even more efficient in delivering these services to the campus.

All of these YOU have accomplished, working together with purpose, creativity and dedication. Even though we are in the facilities business, it is really people that make it all work. The greatest blessing that I count is all of you. I thank you for giving of yourself to our collective endeavors. I am proud to serve this University with you.

Happy holidays to all of you and thank you!

Olivia Yang



Grandma's Bits and Bytes.....by Sue Semler (FAIS)

I took a "shortcut" the other day...What a mistake that was. Shortcuts are supposed to save you time! This one cost me an extra 20 minutes and I was late for work. It seems that many of the "shortcuts" we take in life have the same results!

I've learned some shortcuts lately for Windows 7 and Office, though, that are really time saving shortcuts. I thought I'd share some of them today.

This set consists of keyboard shortcuts to use instead of the mouse. It takes a while to get the hang of using your keyboard instead of your mouse but the time and frustration you will save in the long run will definitely make up for it. Here are some basic keyboard shortcuts that everyone should know and be using. If you are not using these shortcuts, then you could be wasting a lot of time.

Select the text you want formatted then choose any of the following key combinations (except for "Select All," "Undo", and, from "Go to end of Document" to the end of this list. You don't need to select any text to use them):

Select All = CTRL+A	This will select everything in a document, text and graphics, pictures...
Undo = CTRL+Z	Will undo what you just did, i.e. recover text you just mistakenly highlighted and deleted
Cut = CTRL+X	Will cut the text you have highlighted out of the document
Copy = CTRL+C	Will copy the text you have highlighted
Paste = CTRL+V	Will paste the text you just copied with CTRL + C wherever you place your cursor or writes over text you have highlighted.
Delete text = CTRL+X	Same as Cut. Will delete the text you have highlighted.
Bold = CTRL+B	Will make the text you highlighted bold
Underline = CTRL+U	Will <u>underline</u> the text you have highlighted
Italics = CTRL+I	Will <i>italicize</i> the text you have highlighted
Align text Left = CTRL+L	Whatever text you highlight will be aligned to the left of the page (including any other text in the same paragraph of the text you highlighted) This text is Aligned Left
Align text Right = CTRL+R	Whatever text you highlight will be aligned to the right of the page (including any other text in the same paragraph of the text you highlighted) This text is Aligned Right
Center text = CTRL+E	Will center whatever text you have highlighted (including any other text in the same paragraph of the text you highlighted). This text is centered.
Justify text = CTRL+J	This spaces out characters in the paragraph to distribute the text evenly between the margins. This text is justified. The result is more pronounced when there are more lines in the paragraph.
Format Painter = CTRL+SHIFT+C	Copies the format of highlighted text; CTRL + SHIFT + V - Pastes the format you copied to text you have selected to be formatted the same.
Toggle All Caps = Control+Shift+A	USE THE COMBINATION KEYS ONCE AND THE HIGHLIGHTED TEXT BECOMES ALL CAPS, use the combination again and they go back to the case they were originally in.
Toggle Small Caps = Control+Shift+K	USE THE COMBINATION KEYS ONCE AND THE HIGHLIGHTED TEXT BECOMES ALL SMALL CAPS, use the combination again and they go back to the case they were originally in.
Go to end of document = CTRL+End	Takes you to the bottom of the document
Go to beginning of document = CTRL+Home	Takes you to the beginning of the document
Create a New Window = CTRL + N	Using this on a Word document brings up a blank document.
Minimize all Windows = Windows Key+D	OR Remember the last Bits and Bytes article? Choose the rectangle at the bottom right hand side of the main screen which is a toggle on/off switch. Choose it, open windows minimize. Press again, they're back.
Lock Computer = Windows Key + L	You are still logged in; however, your keyboard is locked
To Log off = Hold CTRL + ALT + Delete	Logs you off your computer (so your IT tech can log onto your computer to do updates while you are away from your desk.)

These are just some of the hundreds of keyboard shortcuts that can save you some time. Force yourself to start using them until they become second nature to use. Once you have these shortcuts mastered, you may want to learn more. I will include more in the next edition of the Facilities Services Newsletter. Open a document and try them out. Highlight some text, and choose a key combination. Highlight some other text and choose a different key combination.

I wish there was a shortcut to where my grandkids live! It takes 2 days travel by car or anywhere from 4 hours to all day to get there by plane..."To the Transporter Room! Beam me to my grandkids Scotty!"

SERVICE AWARDS



Eric Lynch
5 Years



Skip Nelson
5 Years



Don Hulst
10 Years



Rick Finch
20 Years



Tom Parrish
30 Years



Bonnie Becker
35 Years

Service Award



Sharon Stout
30 Years

Promotion!

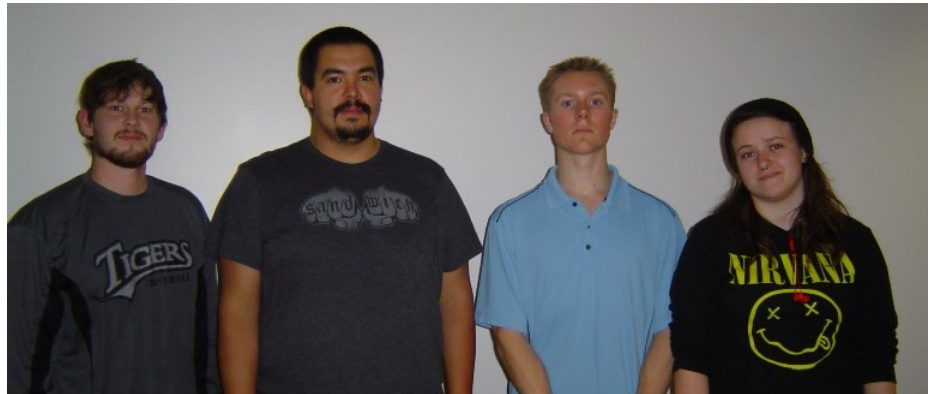


**Brian Kriebel (on the left) promoted
to Custodian 3 (on the right is
Supervisor John Berney)**

WELCOME NEW SWING-SHIFT EMPLOYEES!

Custodian 1's pictured left to right:
Michael Crail, Michael Reyna,
Max Herrin and Merrie Lewis.

WELCOME



WSU Holiday Schedule

Christmas	December 25 & 26, 2014
New Years Day	January 1, 2015
Martin Luther King Day	January 19, 2015
Memorial Day	May 25, 2015

Independence Day	July 3, 2015
Labor Day	September 7, 2015
Veterans Day	November 11, 2015
Thanksgiving	November 26-27, 2015



WSU SURPLUS

Open to the public every Friday 10am-3pm



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A LIQUIDITY SERVICES MARKETPLACE

<http://surplus.wsu.edu>

WELCOME NEW EMPLOYEES!



New employees pictured above were introduced at the Service Awards Presentation in the Carpenter's Shop on November 19, 2014. Pictured left to right: David Collins, Heavy Equip. Operator; Mark Hadaller, Heavy Equip. Operator; Jolene Osterberg, Custodian 1; Alysha Andres, Custodian 1; Gabe Holloway, Automotive Mechanic; Emily Simmons, Fiscal Tech. 3; Saren Kennedy, Fiscal Tech. 3; Jessica Plummer, Program Coordinator; and Riley Gale, Locksmith.

Not Pictured: Dustin McGillic, Facilities Services Maintenance Specialist; and Kent Overby, Facilities Services Maintenance Specialist.



Congratulations!

Promotions!



Arron McMullen
Promoted to Custodian 3



James Bielenberg
Promoted to Equipment Technician

Promotions Not Pictured:

Scott Fleischman promoted to Maintenance Mechanic 2

How to Reduce Waste in the First Place

By Jenna Bracken, Waste Management Intern



The average American sends 7.1 pounds of trash to the landfill each day (Humes). This means that every American leaves behind a 102 ton legacy of waste accumulated throughout their lifetime. While utilizing waste diversion methods such as composting or recycling is great in reducing your

overall landfill waste, there are plenty of waste minimization techniques that can be utilized to reduce your waste in the first place. In most cases, if we avoid using single use or disposable items and choose a reusable alternative, we will save money in the long run.

For instance, Americans send 694 plastic water bottles to the landfill each second (Humes). We could replace these single-use plastic water bottles with reusable water bottles to reduce this type of waste. Not only is this the sustainable choice for the environment but it also saves money for the individual due to the expense of bottled water.

Plastic bags are another source of unnecessary waste. The amount of plastic grocery bags that Americans use in one year can circle the earth 776 times (Humes). Instead of plastic or paper, bring your own reusable bags when you do your grocery shopping!

Speaking of shopping; as the holidays are fast approaching you will be sending and receiving gifts from across the nation. Be conscientious of the materials you use to package your gifts to reduce waste. Consider wrapping your fragile items in newspaper instead of using Styrofoam packing peanuts. Styrofoam does not break down well in landfills and is difficult to recycle, however Americans still throw away 25 billion non-recyclable Styrofoam cups each year (Humes). This is enough cups to circle the earth 436 times (Humes).

For more waste minimization tips and sustainable alternatives consider checking out this year's Common Reading book selection, Garbology by Edward Humes.



KUDOS

"On behalf of the Department of Physics and Astronomy, School of the Environment, and Technical Services, we want to share that we are so proud of our excellent custodial staff! (Christian Kelly, Wes Wiles, Adam Louis, Jeff Dean, John Dawson, Mike Kiddy, Jonathan Williams, Barry Birdsell, and Joe Beck) While they normally do a great job, they went over and beyond our expectations in getting our building ready for the Webster 40th Anniversary Celebration! Everything was polished and looked in tip top shape! We know how hard everyone worked to accomplish this, and wish to thank them, and to thank their supervisors who gave them the time and assistance to make this happen. We desire to thank the other people who worked on this process as well – grounds crew, maintenance personnel, etc."

K. Boreen

"You and your crew ROCK!!! (Kevin Cochrane, Randy Ludiker, and Tom Balogh waxed the floor in CUE 402) Thank you so very much for the most excellent job, and on such short notice! I know you have a busy week but you were able to squeeze us in and we appreciate that very much."

J. Kure

"Say, I visited the East Campus Substation yesterday to look at some meter data and was blown away! Great job getting the floor cleaned/polished - it looks really nice – I was almost afraid

to walk on it! Good idea putting an entry mat just inside, too. That will help keep it clean. Please pass my thanks along to your staff (Duane Dammel and James Bielenberg) for a job well done!"

T. Ryan

"Kyle (Davis) our custodian in Cleveland Hall, is great! Always friendly, always busy, and doesn't miss a thing! He has cleaned where no others have; things that I see are in great shape. Thanks and kudos to Kyle."

K. Hammer

"I wanted to pass along a big thank you for the help Saturday afternoon/evening. We had several areas on sidewalks and roadways that needed attention due to cold temps and icy conditions, and your people got right on it each time right away. I believe the dispatched guy was Dave Baker, and he was very helpful. Please pass along this thanks to the entire crew."

C. Boyan

"Just a note to let you know the painting is done in Hulbert 221 and 223 and suites. Thanks so much for getting to our offices so quickly. Bill (West) and his brother (Rick West) did a great job."

B. Nitcy

KUDOS

"Just want to thank **Todd (Stewart)** for all the work that he does. He is always on the move out there making his areas look great. Kappy you're lucky to have employees like Todd."

D.B.

"The work (at Alumni Centre) looks great. No issues. While the guys were up on the scaffolds, they fixed the hangers for our holiday tapestry (which are otherwise not accessible), so for the first time in several years, our beautiful holiday tapestry is up!" M. Wilcomb (Those that worked on this project were **Caleb Hawkins, Jon Schlee, Matt Malakowsky, Rick West, Rick Fox, Rich Miller, Jeff Gulick, Jason Brausen, Eric Sorenson, Dave Stodick, Lyle Branting**. A special thanks to **Rich Miller and Jason Brausen** for going the extra mile and repairing the tapestry anchors while the scaffold was erected. J. Griffin)

"Thanks again to you and your Facilities Operations associates for making this highly positive project outcome possible! McCoy 201N is now a modernized teaching laboratory space that has expanded the CVM's Gross Anatomy Teaching Lab space and provided a modernized teaching lab for the CVM's Undergraduate Neuroscience Program. The subject change order project to install noise dampening panels in this space greatly improved the acoustics in this space. The project work of removing the fixed dissection/preparation tables in McCoy 202 – Gross Anatomy Teaching Lab and the adjoining space in 201S has greatly enhanced the efficiency and flexibility in space utilization and addressed safety concerns in this major DVM teaching laboratory. THANKS for a job well done!" M. Malcolm (Those that worked on the project were Adam Ferry, John Schlee, Chuck Hull, Rick Kessler, Jason Brausen, Rich Miller, Jeff Gulick, Eric Sorenson, Shad Nilsson, Jim Vander Zanden, Craig Gray, Rick West, Bill West, Dean Standon, Matt Malakowsky, Lance Mitchell, Neal Wallen, Alan Boyd, Mike Bone, Steve Gates, Chad Congdon, Ryan Gray, Mike Pope, Denny Yager, and Rick Hull, Jr.)

"Thank you so much for all the hard work to trouble shoot and fix my slow access database issues. As of this morning the database is running faster than I think it ever has on my machine. I know many hands helped in getting this resolution, so I

want to take the time to thank everyone for all the hard work!!!! THANK YOU!!!!!!!"

K. Cornish

"Coming in as a neutral party **Matt (Malakowsky)** did a great Job in his analysis and expert opinion, very professionally done. I will work with the contractor in getting the floor corrected per Matt's recommendation of repair. It is good to work with such professionals. Thank You!"

B. Funke

"I never got a chance to thank the gentleman (Joe Harder) who fixed the heating in my office (CUE 305C). He was so great to come in early to finish the job before I even got to work. Please pass along my thank you. I really appreciate the work he did."

M. Mesquita

"Hey, I just wanted to let you know how incredible Kyle (Davis) has been over here at the College of Education (Cleveland Hall). Kyle is above-and-beyond. I once asked him if he was in the military or ROTC because of his thoroughness and precision. He's getting every nook-and-cranny. He's really good. We're lucky to have him. And, while I don't know what he makes, I'm still going to say he's grossly underpaid."

C. B. Chapman

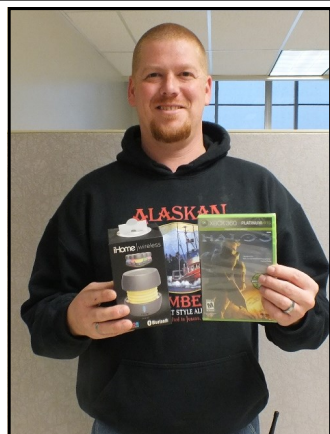


From Corrina Johnson, Chair of the Facilities Services Safety Committee:

"First, I would like to thank each and everyone for doing their part in making WSU a safe place to work, visit and attend classes. Thank you! Secondly, I hope that you and your family have a safe and happy holiday. This is the time of year when we see more accidents due to the icy weather. Please be careful and watch out for icy patches, dress warm, and as most moms would say, "wear a stocking cap and put your gloves on." This is also the time of year when we do our yearly Cold Weather safety training. So please be polite and shut your phones off, stop texting, and get your coffee before the training.

Once again, a BIG Thank You!"

Thanks for Working Safely!



Keith Davison is the WINNER!

"Thanks for Working Safely!"

"There was a semi backed into the loading dock at Surplus to pick up electronic components for recycling. Keith Davison stopped the forklift before starting to load and asked the driver if he had chalked his wheels before proceeding to load. In this case, the driver had not and didn't have chalks so Keith told him where to find the ones Surplus keeps near the dock."



NOMINATION: "Thank you for Working Safely" nomination was submitted for Jeff Gulick, Rich Miller, Jason Brausen, and Lyle Branting. "These four people were working at EME overpass with scaffolding. Two were on the scaffold (I watched both climb up safely using both hands). Two were on the ground (overpass) safely directing pedestrians through the work area. Great job insuring public safety and working safely themselves. They were paying attention to their tasks and communicating with each other efficiently."

APP Safety Question Winner!



Kevin Pearson is the Winner!

Kevin's entry for the Safety Question was randomly selected from the 9 total entries all correctly answered. Those correct entries not chosen will be placed in the bucket for the annual Safety Award Drawing at the 2015 Facilities Services Picnic.

Congratulations Kevin!

Thank you to all that entered the contest!

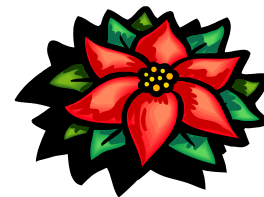


Holiday Safety Tips.....by Sarah Greer

There are about 250 injuries attributed to decorating every day during the holiday season. Fires are also a big risk during the holidays. Here are some tips to help you keep safe and sound this holiday season.

- Practice stress reduction – stretch - take a walk – breathe – exercise.
- Watch out for icy spots on the roads and sidewalks.
- Practice safe ladder use. You don't want to be sitting under the tree injured.
- Keep handles of pots turned inward where little people cannot grab them and injure themselves.
- Make sure smoke and carbon monoxide detectors are working and have fresh batteries. Just in case.
- Practice electrical safety – check those cords and lights before you use them. Make sure in good condition and UL rated.
- Use electric cords approved for outdoor use for your outdoor display.
- Water those Christmas trees frequently. A live tree can drink up to 1 gallon the first day and usually 1 quart per trunk inch every day after.
- Do pre trip check to make sure that your vehicle is ready to make the trip to your holiday destination.
- Check tire pressure, fluid levels, windshield wiper blades, and emergency supplies to make sure you are prepared for the journey.
- When shopping don't leave presents sitting in the back seat or in plain sight.
- Holiday cheer is a part of enjoying the season. Be sure to designate a non drinking driver and don't allow a guest who has had 'too much' to drive.
- Drive defensively, be aware of what other drivers and wild critters are doing.

And most of all take time to enjoy the memories this season and time with family and friends will provide.



Happy and Safe Holidays Everyone!

Facilities Services Safety Committee

Safety Question Contest for the Month of December 2014

Directions: The answer to the question below can be found in one of the chapters of the Accident Prevention Program (APP). Read the question carefully. When you think you have found the answer, you may email your answer to Lorrie Arrasmith lorriea@wsu.edu or print off this page and cut out the form on the dotted lines. You may give the form to your supervisor to send in intercampus mail to Lorrie or drop it off at her desk in room 103 of McCluskey Office building. The names of all employees who submit the correct answer will go into a hat for a drawing. Whoever's name is drawn will be able to pick out one of the monthly safety awards. This contest will be open only until 5 p.m. on December 23, 2014, so get started finding the answer now! <http://facops6/safety/APP%20Manual/Forms/AllItems.aspx>

QUESTION: Chapter 5: This APP question is fill in the blanks.

It is Facilities Operations policy that safety inspections of work areas will be conducted no less frequently than annually. However, high-hazard areas, i.e., workshops and job work sites should be inspected more frequently. The following is the safety and housekeeping inspection schedules:

1. Shop work areas will be conducted _____.
2. Job work sites will be conducted _____ by one or more of the following: directors, managers, and supervisors or more frequently depending on the complexity, hazards, and location for routine maintenance and repair work.
3. Construction worksites are to be inspected _____ by one or more of the following: supervisor, lead, project manager, or director.
4. Building mechanical and electrical rooms, closets, penthouses, etc. will be formally inspected _____ at a minimum and informally on a rotational basis.
5. Office areas will be inspected _____
6. Warehouse and storeroom areas will be inspected _____

Name of Employee submitting the above answer: _____ Division: _____

Congratulations to October's Safety Question Winner Kevin Pearson (see Kevin's Picture on page 12)

October's Question—Chapter 18 Machine and Tool Safety. Requirements: Employees who use machines shall: (Choose 5 from the APP)

ANSWER IS: Inspect and confirm operation of machine and tool safeguards prior to each use in accordance with applicable WAC requirements.

- Disconnect the energy source using the lockout procedure when inspecting or maintaining machines and tools in accordance with Chapter 23 LOCKOUT TAGOUT of this manual.
- Use machines, tools and protective safeguards in accordance with manufacturer's instructions.
- Maintain machine and tool safeguards in accordance with WAC for Machine Safety at: [WAC Chapter 296-806](#) and [WAC 296-155-360](#).

- Use applicable personal protective equipment when operating machines and tools in accordance with the applicable hazard assessment training and the manufacturer's instructions.
- Only remove safeguards during maintenance, service, and repairs when power sources are disconnected and controlled in accordance with Lockout Tagout Chapter 23 of this manual.
- Return all safeguards to correct location and confirm operation after maintenance activity is complete.
- Do not wear loose clothing, neckties, rings, or other jewelry which could be caught or entangled in moving parts.
- Wear caps, hair nets, or other protection which confines hair that is long enough to be caught or entangled in moving parts.
- Report all machine and tool hazards and non-functioning safeguards to supervisor immediately and disconnect and lockout energy source and tagout machine with out of service label.