



CONFERENCE

I write this hot on the heels of the conference, which was held at the American Club in Tai Tam on Wednesday 24th November.

The first co-organised conference between IFMA HK and HKIFM was attended by over 150 people and the initial feedback we have received about the day was very positive. The wide range of speakers and the diversity of the topics covered ensured there was something of interest for everyone and this was witnessed in the number of questions asked of speakers and the level of discussion afterwards.

We will carefully analyse the feedback forms completed by delegates to ensure our next conference is even better.

Thanks go to Organisation Committee from both IFMA-HK and HKIFM, Tine Yang and Isabel Yuen who co-ordinated the day, the students from VTC who assisted in ensuring the day proceeded smoothly and Messe Frankfurt for their collaboration. Final thanks should also go to the American Club for hosting the event and providing attentive service and good food in a wonderful location.

Photos of the conference will be posted in the next issue of the Chapter Briefing

And that brings us to the festive period and the end of the year. The Board of Directors wishes all Members and Friends a very happy Christmas.

Brian Crockford, Vice President
brian.j.crockford@jpmchase.com

EVENTS

CHAPTER CHRISTMAS PARTY - POSTPONED

The Board has decided to postpone the Christmas party and re-arrange it for a date in mid-late January.

We apologise for any inconvenience this may cause to your social diary. We will issue a flyer as soon as the new date has been decided.

The postponement will allow us to celebrate the forthcoming Year of the Rooster. Watch this space!

CFM WORKSHOP 2005



Certified Facility Manager (CFM) is the only reliable global standard that recognises the achievements of facility managers.

IFMA developed the certification to meet the clear needs of the facility management profession for a designation that would not only help FMs gain additional credibility but also establish increased

global recognition for the profession. The CFM Workshop 2005 is designed for those who are working in the field, would like to learn more about becoming a CFM and find out how to apply for Certification. The workshop will cover the following topics:



- What difference does becoming a Certified Facility Manager make
- Examination or equivalency
- Who is eligible to apply
- The Hong Kong advantage
- The nine core competencies
- Frequently asked questions
- Application procedure

Date: 5th January 2005 (Wednesday)
Time: 18:30 – 21:30
Venue: Room 030, G/F Hong Kong Institute of Vocational Education, Morrison Hill, Wanchai
Fee: HK\$100 for Chapter Members
HK\$300 for Guests

For registration & enquires, please contact Tine Yang at
admin@ifma.org.hk or tele: 2888 6345

THE HUMAN ELEMENTS OF FM



Working Commission for
FACILITIES MANAGEMENT AND MAINTENANCE

- UNDERSTANDING THE NEEDS OF CUSTOMERS

7th/8th December 2004 : Kowloon Shangri La

The 12th CIBW70 Symposium will be held in Hong Kong on 7/8 December 2004.

Symposium Theme and Objectives

The theme of the CIBW70 2004 Hong Kong Symposium is *'The Human Element in Facility Management: - Understanding the Needs of Our Customers.'*

The symposium aims to bring together the body of knowledge and expertise on Facilities Management and Asset Maintenance. It aims to forge closer links between the financial, technical, sociological and operational aspects of Facilities Management. The symposium will serve as a platform for coordinating the multi-faceted and multi-disciplinary interests and expertise to realise a quality working and a sustainable and supportive living built environment.

A unique feature of the CIBW70 2004 Hong Kong Symposium is the inclusion of the Royal Bank of Scotland **FM Innovation Challenge** – the prize being a funded doctoral research studentship awarded to academic institution with the most innovative research proposal. A special session of the symposium will consider innovative ideas from five finalists of the competition.

Topics

The symposium will address all topics relevant to the theme and objectives. Topics to be covered include:

- Building Conservation and Refurbishment
- Facility Performance – concepts, processes & implementation issues
- Facilities Management Processes – case studies
- Knowledge Mapping in Asset and Facilities Management
- Sustainability and the Facility Manager
- Workplace Innovations & Implementation issues
- The RBS FM Innovation Challenge

Visit <http://www.bse.polyu.edu.hk/cib%2Dhk%5F2004/home.html>



NEWS & VIEWS

Office temperature puts the chill on typing skills

If your office is too cold, chances are your workers might not be typing as accurately, or as much, as they could be. In a study evaluating the impact of indoor environmental conditions on worker productivity, Cornell University ergonomics professor Alan Hedge, Ph.D., found a 74 percent increase in typing mistakes and a 46 percent reduction in typing output when office temperatures fell from 77 degrees F to 68 degrees F.

Hedge placed data loggers—or miniature temperature recorders—at nine individual workstations in a Florida insurance company. The loggers sampled air temperature every 15 minutes for an entire working month. This data was then correlated with a month's worth of ergonomic data to show how typing performance worsened as temperatures fell.

"As employees typed, we knew the amount of time they were keying, and the amount of time they were making error corrections," says Hedge. "At 77 degrees F, employees were keying 100 percent of the time with a 10 percent error rate, while at 68 degrees F, keying rate went down to 54 percent of the time with a 25 percent error rate." He estimates that the decreased productivity resulted in a 10 percent increase in labor costs per worker per hour.

Risk analysis report made available online

"*Risk Analysis for Extreme Events: Economic Incentives for Reducing Future Losses*," a new report by the Wharton School at the University of Pennsylvania, has been made available online.

The report documents the need for linking risk assessment, risk perception and risk management in order to develop meaningful strategies for dealing with extreme events. The report contains several

examples of how building owners and other key stakeholders facing a hurricane or earthquake hazard respond to alternative risk management programs. The examples are constructed to introduce complicating factors, such as reluctance of most property owners to invest in protective measures, which highlight the importance of public-private partnerships, the key role of building codes and the potential for long-term loans for mitigating the effects of natural and man-made hazards. The report may be found at www.bfrl.nist.gov/oe/publications/gcrs/04871.pdf

THOUGHT FOR THE BOTTOM CORNER SPOT

Where's the turkey...?

