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SAM LEE & DIRECTORS AWARD WINNERS
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We were all shocked and saddened to learn of the death of our colleague, Bill Kerylow. We will treasure the time we had with him and will miss him dearly. His family and loved ones continue to be in our thoughts and prayers.

Updating FMS Strategic Plan

Along with everything else we must accomplish this year, we are focused on the update of our Strategic Plan. Our current plan expires this year and our last edition of the newsletter highlighted many of the objectives we have already met. Our new plan will see us through 2015.

Thus far, we have held touch-base meetings in which most of you participated. The senior team has had several planning sessions; we have met with FMS managers and supervisors, FMS award winners and the FMS Leadership Partners to get their perspective. We will soon be meeting with key customers at our upcoming Customer Forum.

There is still quite a bit of work to do but I am confident that we will meet our goal of completing the plan by the end of this calendar year. We’ll release the final plan early 2012. Of course, a significant part of our focus will continue to be looking for ways to operate cost-effectively and efficiently while maintaining the highest level of quality service, preserving university assets and sustaining work-life balance. Your ongoing input on how best to accomplish those goals is encouraged.

Commencement and Summer Projects

I want to commend everyone for all the hard work completed to make Commencement 2011 a tremendous success. It is indeed the happiest day of the year on campus and we should all take great pride in our contributions to making it the success that it is.

Many of you are working diligently on projects this summer. As you know, there are many projects impacting navigation around University Park. I know that I can count on you to do the best job you possibly can, while making sure to maintain some sense of a work life balance and making time to enjoy the summer.
FMS has focused on improving recognition throughout the organization. As a result, the FMS Steven B. Sample Leadership Award was created in recognition of Dr. Sample's leadership legacy and is designed to encourage leadership throughout ALL levels at ALL locations of FMS. Current committee members are: Peter Covarrubias, Benito Ramos, Joe Nichols, Travis Tyler, Donna Buchanan and Bernetta London.

The FMS Steven B. Sample award was open to anyone who successfully led a team on a job or project in 2010 while demonstrating certain qualities (see criteria on the right). The first winners of the award were:

Walter Martin for leading the Diagnosis and Troubleshooting of the School of Cinematic Arts LC&D Lighting Control System.

Andrea Escalante for leading the team on the Engineering Services Department and CCD Project Support Process.

Greg Desario for leading the Planned UPC Campus-wide Power Shut-Down.

Victor Garcia for leading the team that Repaired the Main Drain Pipe in the Lyon's Recreation Center during flooding rains.

Jose Soto for leading the team on the Grand Opening of the Eli and Edythe Broad Building.

Adam Carter for leading the team that replaced the drain pipe in a remodel of the Waite Phillips Hall Computer Lab Project.

Congratulations to all the winners! Nominations are now being accepted for the next round (see details on the right).

NOMINATION PROCESS:

Nominations must be based on SPECIFIC jobs/projects completed between, Feb 2011 to August, 2011. There can only be one winner per project (1 leader) recognized. Winners will be announced at the next All-Staff meeting in fall of 2011.

NOMINATIONS ARE DUE BY AUGUST 31, 2011:

• Nomination forms can be found at HR or on the FMS Website http://www.usc.edu/fms/fmsnet/
• Paper forms can be mailed in an interoffice envelope to Donna Buchanan, MC 3161, OR
• Email a pdf version of the form to dbuchanan@fms.usc.edu

If you submit them any other way they will be ineligible.

*Groups not eligible to win: senior team, students, FMS Steven Sample Award Committee members and FMS Steven B. Sample Award winners in the previous year.

For more specific details please visit the FMS Website: http://www.usc.edu/fms/fmsnet/
JAIME BRAVO,
NORRIS HOSPITAL

• An eight-year employee who handles pressure well and is consistently responsive to changing needs both in terms of what needs to be done and work schedules. He is always open to constructive feedback.
• He doesn’t settle for what he’s asked to do; he is constantly looking for a way to do more or to do it better.
• His customer service is above par. Our Norris customers are always praising him for his polite and efficient “on-time service”.
• He is straightforward with others. He always seems to put his team’s needs before his own.

ERNESTO ESPITIA,
HSC CUSTODIAL

• A 20-year employee who is very flexible and open-minded. He always provides great service with a smile.
• He takes time with new employees to assist in their transition and to help them become familiar with the campus. He tackles problems and takes independent action. He is always seeking new responsibilities.
• He is quick to respond to customer needs and always maintains a pleasant and professional image.
• He helps his team members to complete their goals and promotes a team atmosphere.

ALEKSANDR MEZHVINSKIY,
HSC PREVENTIVE MAINTENANCE

• A 7-year employee that can be counted on to independently handle any issues that arise on weekends.
• During the HSC major power outage he spent 3 days working to restore equipment. He wouldn’t leave until all the equipment was back on-line.
• He has worked a Tuesday Saturday shift his entire time at USC and has never complained about it. He works hard to do the job right. He never complains about a task. He troubleshoots problems until he figures them out. He doesn’t give up.
• He will search tirelessly to find the source of any problem. He treats the equipment as if it were his own.

GABRIELA MORENO,
FACILITIES FINANCIAL SERVICES

• This 21-year employee responds to questions and goes above and beyond to help with a great attitude and a big smile.
• She always works hard to resolve issues no matter how long it takes.
• She constantly keeps track of our accounts and always follows up to make sure that they are current.
• She is a hard-working, conscientious FMS employee with an outstanding attitude. She is always eager to help and never complains.
• This FFS employee was nominated by Engineering Services.

JAIME VELASCO,
ZONE MAINTENANCE, ZONE 2

• This 11-year FMS employee is responsible for one of our busiest classroom buildings. He basically has an hour and a half to make sure that the building is ready for students and somehow manages to do it every day.
• He is known and well-liked by his customers for his pleasant demeanor and quality service.
• He is always eager to assist someone or participate in professional activities. He worked on P4S for Grounds and he is now an active part of P4S for Zone Maintenance. He also volunteered to serve on the Tool Crib committee.
• He can always be counted on. He rarely has a backlog and always completes his PMs on time.
DIRECTORS AWARD

WALFRIDO “PIX” VERENDIA
LANDSCAPE AND GROUNDS

- Pix is always pleasant – with his employees, with his co-workers and even unhappy customers.
- He is a good leader who sets an excellent example, takes time to explain what he wants and trusts his employees. He doesn’t ask his employees to do anything that he wouldn’t do.
- He is knowledgeable and fair. He never misses an opportunity to teach.
- He provides outstanding customer service. He is very patient and respectful of customers.
- He is always willing to listen no matter what’s going on. He is always answers his cell phone on weekends or after his shift ends. He’s always there for us.

2010 OSCAR ANGEL AWARD WINNER

Adolfo Gonzales Rivera

The Oscar Angel Award, named for an exemplary, long-term, former HSC custodian, is awarded annually to the HSC custodian who best meets the ideals of excellent attendance and helpfulness and going the extra mile.

2011 CALENDAR OF EVENTS

JUNE
- 30 Fiscal Year End

JULY
- 4 Independence Day
- 5 Independence Day UH

AUGUST
- 1 Ramadan begins
- 17 Move-In Day
- 22 Classes Begin
- 30 Ramadan ends

SEPTEMBER
- 5 Labor Day (UH)
- 8 Yom Kippur
- 22 FMS Leadership Forum
- 29 Rosh Hashanah

OCTOBER
- 31 Halloween

NOVEMBER
- TBD All-Staff Meeting
- 24-25 Thanksgiving (UH)

DECEMBER
- 20 Hanukkah begins
- 25 Christmas
- 26 Christmas UH
- 27 Hanukkah ends
- 27-31 Winter Recess

OPERATIONS STAFF SAFETY DAY TRAINING 2011

MANAGER AND SUPERVISOR SAFETY TRAINING
TUESDAY AUGUST 9TH
8:30AM – 9:30AM

TOPICS INCLUDE:
- IIPP – INJURY ILLNESS PREVENTION PROGRAM
- PPE – PERSONAL PROTECTIVE EQUIPMENT
- LOCK OUT / TAG OUT EVALUATION
- REVIEW OF INJURY DATA

UPC & HSC OPERATIONS STAFF SAFETY TRAINING COMING IN OCTOBER 2011
SPECIFIC DATES TO BE DETERMINED SOON

TOPICS INCLUDE:
- TOOLS   • LIFTING   • CONFINED SPACE AWARENESS
- RADIATION   • FIRE EXTINGUISHER SAFETY
- HOT WORKS PROGRAM

Employees will only need to attend one training session. Assignments will be released a few weeks before your Safety Day.

BE SAFE OUT THERE!
SPRING 2011 ALL STAFF MEETINGS

ALL STAFF MEETING 4/14/11

Raffle winners.

ALL STAFF MEETING SWING SHIFT 4/15/11
Albert (Montanez):

Please give Martha Sanchez my thanks!!!!! She and Pete did a great job. See below.

Debbie

Feb 2, 2011

Ms. Aguilar:

Please relay my thanks to your dispatch staff and to the installers for their prompt completion of this work.

J. B. Ellern

Chem Dept

Feb 23, 2011

Jeffrey,

We had an extinguisher discharge at one of our ENE labs, BHE 206. I asked one of the FMS workers who went about recharging it, and in less than an hour another FMS worker came to give us a recharged one.

Erick-Joel Hernandez

Environmental Engineering Laboratory Coordinator

Sonny Astani Department of Civil and Environmental Engineering

Viterbi School of Engineering

March 25, 2011 via the FMS Website

I’d like to thank the AC Technicians who’ve come to TRO 101 on the numerous occasions after we moved into the space. After Academic Review moved in to this location at the end of December, we had encountered numerous issues. During the cold weather, the heater broke and only cold air was blown (we understand that it was because the space was unused for some time). After that issue was resolved, the heat would work fine for a while but still not work. Several technicians came out, each polite and never frustrated that we’ve called dozens of times, and each time worked hard to fix the heat by checking the unit, ordering parts, and continual testing.

I’d like to personally thank Tom Zaw for his personal attention. He was the last one to come by to work on our air. Not only did he work hard to fix the temperature to our liking (we have five people who have different temperature likings), he followed up every day for three days to make sure that it was still working properly. This personal touch is rare when we all have lots of things to do, so the extra effort should not go unnoticed!

Kenny Eng

Assistant Registrar

March 30, 2011

I would like to thank you and your staff for all the work that was put into making this place look spectacular. Dean Elizabeth Daley, Mr. George Lucas, and the 20th Century Fox executives where extremely pleased.

Claudia Gonzalez

Operations Manager

USC School of Cinematic Arts

Dear Dave (Forney) and Pete (Hernandez):

Everything was beautiful. Our TV is wonderful. Everyone is enjoying it. Guests that come to the offices are impressed. Thank you so much for helping us.

Marsha Stoughton

ROTC

April 7, 2011 (via FMS website)

Subject: Tim Ortiz help in plaza at RTCC

Dear FMS Group,

I appreciate the customer service that Mr. Tim Ortiz has provided lately to our campus center. He is constantly making sure our plaza is clean from trash and debris.

Thank you for the dedication.

Eddie Marquez

April 26, 2011

Dear Colleagues in Facilities:

I wanted to express my heartfelt thanks and appreciation for all of your tremendous efforts to make our spring programs so successful. We have received such wonderful comments from students and their parents about how welcomed they felt, how much information they were able to receive from everyone involved, and how their visit to our campus was the best of any other. All of you worked so hard at our Explore and Preview programs, Saturday’s Admitted Student Reception and all our admission off campus events; showing the true Trojan spirit.

I’m so fortunate to work with such an amazing group of professionals!

Thank you again for another wonderful spring admission event season and helping to recruit another amazing freshman class!

Sincerely,

Laurie Livoti-Guglielmo

Events Manager

Office of Admission

4/27/2011

Greg (Desario),

Thanks for the maps and putting this group together. You do amazing work.

I have also attached the pics of the Tram gate . . . Please forward these . . . as well.

Again, I really appreciate what you do.

Chief Drayton
May 6, 2011

Hi Russell (Wright),

Just want to say thank you for your help this morning to fix the electrical problem in UVIA and I would like to add Walter (Martin) your electrician did a great job to find out the problem and fix it.

He is such an asset and it is always a good experience when he handles the job.

Thanks again.

Moji Ghorbani
USC Libraries

5/3/2011

Dear Colleagues,

I want you to see the note from the head of events at the LA Times regarding the Festival of Books. It was a great success and I also want to thank each of you for adding your expertise to make it a truly landmark event for USC.

Best regards,
Jim Hooker
Associate Senior Vice President
USC Office of Cultural Relations and University Events

From:
Sent: Monday, May 02, 2011 12:07 PM
To: Jim Hooker
Cc: Magzanyan, Anna
Subject: Many Thanks

Hi Jim,

I’m sure that we will send you all some sort of more formal thank you, but I wanted to personally thank you and your team for your dedication and hard work toward the Festival of Books.

Both over the past few months and this weekend, each of your area leaders applied their personal experience and knowledge of the campus with intelligence and commitment.

The event went more smoothly than we could have possibly imagined in the first year at a new location - really a stunning effort by everybody involved.

We’ll reach out to you to regroup in the weeks to come to talk about ideas and improvement while thoughts are still fresh. If Jan wants to set something up based on the schedule of your team, that’s fine.

Outstanding work. Please pass on to all involved.

Scott Dallavo
LA Times

June 8, 2011

Yeah Team! (Victor Valencia, Fernando Fernandez, Elsie Hemphill and Ed Bergman)

Thank you everyone for making this happen for us. Everything worked out as planned.

Best regards,
Rení Smith
USC Wrigley Marine Science Center

6/8/2011

Russell (Wright),

Just a note to say thanks for granting my request to relocate my computer monitor arm in such a timely manner.

Kevin Graves came by this morning to scout the job. Said he’d be back at 12:15 p.m. to get it done. All I know is that I left for lunch and when I came back the “arm” had been relocated to the exact spot that I asked for it to be placed and nothing was disturbed on my desk.

Kudos and thanks again to both of you.

Sincerely,
Linda Chapital

June 12, 2011

Hi Eric (Johnson),

As it has been awhile since we connected I have not had a chance to tell you well this past year has gone overall.

Daniel (Benitez) has been very quick to respond to comments or questions that we have as well as to be clear as to what can be done at the child care or what cannot. He has communicated needs to the ground crew quickly and efficiently.

We have also been very pleased with the site gardeners have changed a bit as it the year but all seem to recognize the importance of safety on a child care site.

As a manager I know we always hear when things are not working or where there is a concern so I wanted to be sure to let you know of this more positive situation as it does make all of our lives easier.

Looking forward to another good year!

My best,
Adrienne Schoen Gunn
UPC Program Manager
USC Child Care Programs

June 14, 2011

04:32am

DPS would like to thank and commend an unknown O&M employee who provided assistance to their call this morning. A car had come off the 110 Freeway, not on an established off ramp, but over the railing landing upside down at Jefferson Blvd & Hope St. catching fire. While DPS was getting their fire extinguisher this unknown O&M employee had already put out the car fire with his extinguisher allowing DPS to check the condition of the driver and for LAFD to extract him with “the jaws of life”. DPS could only describe his O&M uniform and that he was gone just as quickly as he had put the fire out.

Editor’s Note: The unknown FMS Operations employee has been identified – Luke Lemons of the Elevator Shop. An extra special kudo to Luke!
**NEW FRIENDS**

**PROMOTION**

**Miguel A. Ramos**  
Heavy Equipment -- Team Leader  
Effective: 05/26/2011  
Born: Mexico -- Ameca, Jalisco  
Favorites: Everyone Loves Raymond; Weight Lifting & Soccer

**STUDENT WORKERS**

**Neha Jain**  
CAD Services, 1/20/11  
Born: Ujjain, India  
Hobbies/interests: Cycling, running, reading books, hiking  
Career Aspirations: Preservation, do something in this field in India

**Nishta Deshmukh**  
Customer Resource Center, 1/24/11  
Born: Sangamner, India  
Hobbies/interests: Having fun with friends and family  
Career Aspirations: Software Engineer

**Shichen Li**  
CAD Services, 1/25/11  
Born: Taiyuan, China  
Hobbies/interests: Playing music (piano) and listening to music  
Career Aspirations: Landscape Architect

**Sahana Ramanna**  
O&M – CSS Lock Shop, 02/07/2011  
Born: India  
Hobbies/interests: Listen to music, hang out with friends, dance, traveling  
Career Aspirations: Research Scientist

**Aishwarya Balagopal**  
CAD Services, 02/17/11  
Born: India, Mumbai  
Hobbies/interests: Photography  
Career Aspirations: Architect

**Abhay Nagory**  
CAD Services, Support Assistant IV, 02/18/11  
Born: Mumbai, India  
Hobbies/interests: Sleeping, reading, and drawing  
Career Aspirations: Entrepreneurship specialized in architecture

**Zhimin Chen**  
Network Services  
03/03/11 | Born: China, Guang-Zhou  
Hobbies/interests: Dancing  
Career Aspirations: Accountant

**Samantha Ng**  
Events, 3/21/11 | Born: Honolulu, HI  
Hobbies/interests: Ballet, film  
Career Aspirations: Architect

**Denise Colome**  
Events, 04/14/2011  
Born: Los Angeles  
Hobbies/interests: Dance, Latin ballroom, step team, basketball  
Career Aspirations: Pursue career in entertainment, event planner/coordinator

**Meghedi Orojian**  
Events, 4/19/11  
Born: Iran  
Hobbies/interests: Play guitar, cooking, reading  
Career Aspirations: Software developer for Microsoft

**Sanchali Rege**  
FHR-HRIS, 05/02/11 | Born: India  
Hobbies/interests: Music, reading, travelling  
Career Aspirations: Graphics & Animation

**Jason Yip**  
MIS, 05/12/11 | Born: Malaysia  
Hobbies/interests: Play soccer, video games, read  
Career Aspirations: Businessman; own my own business

**Abhishek Sharma**  
Network Services, 05/12/11 | Born: India  
Hobbies/interests: Play basketball, play station
Pedro Garcia, Athletic Fields, retired on April 29th after 12 years of service to the university.

In Memoriam

Bill Kerylow

In Loving Memory
March 26, 1957 - May 14, 2011

Vintage 1957
The year “In God We Trust” first appeared on U.S. currency.
I like that.
My neck’s always been RED
My hair’s turning WHITE
My collar’s still BLUE

Career Aspirations: Employment with multi-national networking co. such as Sysco or Qualcomm

Sukreet Singh
CAD Services, 05/16/11
Born: New Delhi India
Hobbies/interests: Swimming, cycling, gaming | Career Aspirations: Energy Analyst

Priya Viswanathan
Network Services, 05/23/11 | Born: India
Hobbies/interests: Dancing & Reading
Career Aspirations: Health care field – QA or RA

Alexandra Ierace
CAD Services, 06/02/11
Born: Orange County
Hobbies/interests: Cooking, Drawing, and Writing | Career Aspirations: The overlap of food, art, and architecture

Menooa Badalian
Events, 06/02/2011
Born: Iran, Tehran
Hobbies/interests: Soccer | Career Aspirations: Nanotechnology Research

Mary Colvey
CAD Services, 06/13/11
Born: Sierra Madre, CA
Hobbies/interests: Piano, Soccer | Career Aspirations: To graduate and move to the east coast.

Alice Chon
FHR, 06/14/11
Born: Los Angeles
Hobbies/interests: Dog lover | Career Aspirations: Medical Social Worker
SERVICE ANNIVERSARIES

At the May 4 luncheon, Trojans celebrating service anniversaries were recognized. Fifty-eight Trojans can boast of three decades at the university, 13 celebrated 35 years and 11 people reached the 40-year milestone. And there was one Trojan, Warren Straley of Facilities Management Services, who celebrated 45 years at USC.

45 Years
Warren Straley, CSS Lock Shop

40 Years
Ramiro Torres, HSC Custodial
Carol Clay, HSC Administration

35 Years
Guadalupe Mercado, UPM
Daniel Cedeno, CSS AC Shop

30 Years
James Breneman, CSS Auxillaries

25 Years
Clarence Weekes, Zone 3
Melvin Algenio, UPM
George Toscana, Energy Services
Fernando Esquivel, HSC Construction
Jesus Sanchez, Zone 2
Claudia Melara, HSC Custodial

20 Years
Felipe Zea-Campos, HSC Custodial
Edward Bergman, Fac. Oper. Admin
Michael Langlois, Mech. Trades Admin
Salvador Perez-Lopez, HSC Custodial
Jorge Lopez, Special Services
Vernon Nieva, HSC Norris Hospital
Lucila Gonzalez Jimenez, HSC Custodial
Miguel Alvarez-Casillas, UPM
John Cresswell, CSS Lock Shop
Angel Burgos Jr., Engineering Services
Rudolph Vera, CSS AC Shop

15 Years
Timothy Ortiz Jr, Landscape
Russell Hoffman, Mech. Trades Admin
Felix Medina-Fregoso, Zone 3
Joseph Coleman, Cad Services
Reynaldo Banuelos, Athletic Fields
Kevin Graves, Zone 1
Kevin Ganser, CSS Elevator Shop
Craig Drown, Energy Services
Ludwig Ceballos, HMT P M
Luke Lemons, CSS Elevator Shop

10 Years
Miguel Ramos, Heavy Equipment
Edward Johnston, CSS Auxillaries
Jaime Velasco, Zone 2
David Firner, HSC Bldg. Maintenance
Alejandro Felix-Llamas, Irrigation Shop
Alfredo Raygoza, UPM
Miguel Rivera, Landscape

5 Years
Rick Parker, CSS Auxillaries
Steven Hisey, HSC Bldg. Maintenance
Ignacio Ramirez, HSC Custodial
Abdel Barralaga Lara, Zone 1
Elena Reyes, Facilities Financial Services
Andrea Escalante, Engineering Services
Jose De Jesus Rodriguez, HSC Landscape
Fernando Fernandez, Special Services
Jose Guzman, Landscape
Thomas Glynn, CSS AC Shop
Hugo Hernandez, Landscape
Renato Villafuerte, HSC Custodial
Julio Carbayal, Athletic Fields
Rene Aguirre Enriquez, Landscape
Martin Tinoco Aguiler, Landscape
Hany Metry, HSC Building Maintenance
Judith Mass, Engineering Services