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I have promised to keep you updated on where we are heading as an organization. I have talked about the time it would take to guide FMS into the kind of organization it needs to be to succeed well into a future that is destined to be very different from the past.

We know that the decisions we make today will have a long term impact on the direction of this organization and so it has been with careful consideration that the following ideas are being implemented.

Our operations and maintenance functions, representing about 85% of FMS staff, will be split into two different departments with two different directors. There will no longer be an executive director, however, the expectation is that these two units will continue to function in a very integrated and unified way.

Both directors will report directly to me and, consistent with strategic goal #6, both directors will be responsible for the University Park campus, Health Sciences campus, Wrigley Institute and the various leased spaces maintained by FMS.

FMS needs continuity to hold onto the things we do best, as well as fresh new ideas and perspectives to advance our continuous quality improvement efforts. We need leaders who embody the spirit and mission of FMS; leaders who understand USC’s culture, values and stakeholder needs, and at the same time understand what is happening in our industry as well as outside of FMS and USC. In essence, we need leaders who can successfully advance our vision to be the benchmark of the facilities management profession.

For all of those reasons, I have decided to promote from within to fill the Director of Operations position. We are seeking final approval of our plan and you will be updated as we continue to make progress. I ask that you not speculate about who the new leader will be. We want to minimize confusion and misinformation to maximize the ability for this new leader to be successful in their role.

We are beginning the interviewing process for candidates of the Director of Maintenance position. The strategy is to onboard both directors around the same time in August and to have them work closely as a team leading the two interrelated units. One of their highest priorities will be to continue the integration of units across both campuses. I am counting on each of you to help make these transitions smooth and to communicate any ideas you have for ensuring that our new additions to the FMS senior leadership team have all the support and resources they need to move us forward.

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**Above & Beyond**

22 certificates were redeemed between April 18, 2012 through July 1, 2012.

Congratulations to all the recipients!

Albert Montanez
Alfred Heidler
Blake Griffith
Brett De Angelis
Carmen Del Cid
Charles Yarzieh
Eduardo Garcia
Eric Sanford
Esperanza Barrios
George Mondolo
Hector Ramirez
Zone 4
Stockroom
HSC Prev Maint
HSC Custodial
HSC Custodial
Stockroom
HSC Zone Maint
HSC Prev Maint
HSC Custodial
Zone 4
O&M Admin

Ignacio Ramirez
John Oliver
Jose Rivera
Judith Mass
Kevin Rust
Maria Del Carmen
Ohgie Grape
Rick Parker
Roger Lane
Salvador Perez-Lopez
Thomas Brooks
HSC Custodial
CSS Auxiliaries
HSC Custodial
Engineering Svcs
Zone 4
Stockroom
CSS Auxiliaries
CSS Auxiliaries
HSC Custodial
Stockroom
SPRING 2012 STEVEN B. SAMPLE LEADERSHIP AWARD WINNERS

The winners pictured above with John Welsh from left to right:

**Raul Martinez, CPS Electrician** for leading the team installing meters on JKP, GFS, LVL, and other buildings at HSC and UPC, significantly improving efficiency and cost associated with monitoring and billing energy usage.

**Kenneth Galbraith, CPS Electrician** for leading the team on the Carol Little emergency lighting inspection and repair project.

**Steve Hisey, HSC Zone Maintenance** for leading the repairs of the cracked drain lines at the University Hospital.

**Victor Roman, HSC Custodial** for leading the team that removed a fallen tree from blocking the street entrances to LAC USC Hospital after a major windstorm.

**Javier Salas, Zone 3 Electrician** for leading the team in removing and replacing the Leavey Library fountain pump electrical system with a new, cost saving control system.

**Bernardo Perales, HSC Custodial** for taking the lead in ensuring the success of the recycling program for styrofoam and white paper on both campuses.

**Enrique Garcia, Zone 3 Technician** for leading the team in replacing a hot water distribution pump that saved USC money and allowed an event to take place.

Congratulations to all the winners for outstanding leadership! They have all demonstrated that leaders exist throughout FMS.

The Spring 2012 FMS Steven B. Sample awards were handed out at the All Staff meeting on April 18th. The awards were open to anyone who successfully led a team on a job or project from September 2011 to January 2012 while demonstrating the following qualities along with creativity, accountability, learning, and coaching:

- Leadership:
- FMS Values:
- Positive Attitude:
- Creativity:
- Accountability:
- Learning and Coaching:
- Personnel file free of disciplinary action over the previous 12 months.

**Details for Fall 2012 nominations will be available soon.**
JOSE AVALOS ROBLES, LANDSCAPE SHOP
• A 6 year employee who continuously increases and upgrades the amount of work done in his Zone. His attitude has rubbed off on the rest of his crew.
• Jose also leads the 12 man crew that plants our color 4 times a year. Jose is right there, planting and digging until each area is complete.
• Customers repeatedly send e-mails and letters praising Jose and his crew.
• Jose takes special pride in not only producing high quality work, but also in making sure his crew has a chance to develop their skills and knowledge.

JUAN BENITEZ, IRRIGATION SHOP
• A 13 year employee who accepted the challenge to handle the irrigation of the sports fields with enthusiasm.
• Juan eagerly takes on the role of mentor to new members of the irrigation crew – patiently teaching skills such as the design and installation of a drip system.
• Juan consistently responds in a timely manner to requests and feedback from the Athletics crew, coaches, and golf consultant. He has established an excellent working relationship with his customers.
• Juan is eager to learn and not afraid to ask questions or for additional training.

KENNETH GALBRAITH, CSS
• A 5 year employee who always displays a positive attitude and is the first one to go the extra mile.
• Kenny has written a procedures manual for the electrical infrastructure system for the CAL data center and in conjunction with Andrea Escalante has helped train all electricians on the system.
• Kenny takes calls from the on-call electricians and is always willing to answer questions and help. He is always willing to take on committee appointments.
• Kenny takes a lead role whenever his supervisor is absent. He communicates project status to his customers on a regular basis. He is often the first person that Engineering, Energy Management services, and the trade shops contact for information. He has the respect of his coworkers and customers.

LUKE LEMONS, ELEVATOR SHOP
• A 16 year employee always displays a positive attitude when it comes to his day to day work assignments. He is always willing to learn about new equipment and then to share his knowledge with his coworkers.
• Luke ensures that the daily operation goes on without a hitch. He works well with his coworkers. Luke makes quality decisions which lead to quality results.
• Luke consistently delivers customer satisfaction and provides quality service. He will create an alternative if the first fix doesn’t work.
• As an example of Luke’s character, on his way in early to work to assist with a building shutdown, he came upon a burning upside down vehicle on the freeway. Without hesitation he used his vehicle fire extinguisher to put the fire out just prior to LAFD and DPS’s arrival. Luke, without considering the danger to himself, stopped and saved a person’s life.

EARL PORRAS, HSC NORRIS
• A 6 year employee who always delivers stellar service to the Norris Cancer Hospital, Topping Tower and the new Harlyne Norris Research Tower.
• Earl exceeds expectations – providing excellent customer service. He is flexible, motivated, has a great work ethic and the skills to tackle any assignment.
• Earl understands the sensitivity and flexibility it takes to work in a clinical setting. He has built strong working relationships with coworkers and customers.
• Earl communicates with his customers in a timely manner. He follows procedures and completes every job with his sense of humor.
2012 DIRECTORS AWARD WINNER

DANIEL BENITEZ, LANDSCAPE SUPERVISOR
• A 15 year employee who has a positive outlook and readily turns negative situations into positive learning experiences. This ability makes Daniel so effective as a supervisor. People respond to his leadership.
• Daniel holds everyone responsible and accountable, and is seemingly always around to show his support. He works every home football game alongside his crew.
• Customers are always complimenting Daniel for his listening and decision-making abilities. It is said that he makes good decisions to alleviate problems and always follows up to make sure everything is ok.
• Daniel can be counted on to do what is right, not what is easiest. He holds himself accountable to his peers, subordinates, and supervisor. When he makes a mistake, he admits it never trying to blame anyone but himself. This has earned trust and respect from the unit and organization. He listens to suggestions and responds to each person’s ideas. Daniel has created a very positive work environment where people aren’t afraid to speak up and get involved.

2012 CALENDAR OF EVENTS

JULY
4 Independence Day
20 Ramadan begins

AUGUST
19 Ramadan ends
22 Move-In Day
30 Classes begin

SEPTEMBER
3 Labor Day (UH)
16-17 Rosh Hashanah
25-26 Yom Kippur

OCTOBER
31 Halloween

NOVEMBER
22-23 Thanksgiving (UH)

DECEMBER
7 Classes end
8-16 Hanukkah
24 Christmas Eve (UH)
25 Christmas (UH)
26-31 Winter Recess

Monthly FMS Safety Bulletin July 2012

Sun and Heat Exposure TIPS
• Drink plenty of water before you get thirsty.
• Wear light, loose-fitting, breathable clothing—cotton is good.
• Take frequent short breaks in cool shade.
• Eat smaller meals before work activity.
• Avoid caffeine and alcohol or large amounts of sugar.
• Find out from your health care provider if your medications and heat don’t mix.
• Know that equipment such as respirators or work suits can increase heat stress.

Environmental Health and Safety Fact Sheet Archive (all files are in PDF Format): http://capsnet.usc.edu/EHS/SafetyFactSheets/Index.cfm

Be Safe Out There!

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Be Safe Out There!

Congratulations to Zone 2 for the highest percentage of door hanger returns for the first quarter of 2012.

Zone 2 had a return rate of 45% while Zone 3 was running close with a 36% return rate.

The customer service committee awarded Zone 2 with a pizza party catered by Pasta Roma.

Bob Cuthill was commended for of having 100% of his team participate in the program.

The next pizza luncheon will be held September 12th. Please use the door hangers with our customers. The surveys that the customers fill out and return help us get a pulse of our customer’s level of satisfaction in terms of response, quality of work and most of all communication. Remember to use the door hangers!
SPRING 2012 LEADERSHIP FORUM

SAM LEE DAY 2012
June 27, 2012

Chris (McCann),

Thanks for repairing/replacing the broken Saltillo tiles on the back steps to UGB. Much better.

Thanks again.
Dennis Foster
Associate Comptroller

“Special thanks to Gloria (Zetino-HSC Custodian) for going above and beyond to help a student in

At the Spring All Staff meeting a major topic was Quality Customer Service Goal #2.

Specifically, we discussed the importance of a good reputation.

We were reminded to ask ourselves, “why it is important to have a good reputation.” And we were reminded that if we were in doubt about our actions, to take a quick ethics test:

FAMIS Xi IS HERE!

FAMIS Xi Production is up and running. A link has been added on the FMSNet website for FAMIS Xi (Production Environment). Click on the link to access the system.

Training has commenced and will continue through August.

Please note that the passwords are case sensitive. So, if a Mixed Case or all UPPER CASE password was provided, then the password should be entered as it was provided. Also, if no numeric characters were included as part of your password, a number “1” was added to the end of the requested password. If you did not provide a password, contact Paul Flores (740-2412), Karen Wang (740-7934) or John Muse (740-2831) to receive a new password.

Ethics Quick Test

• Is the action legal?
• Does it comply with my values?
• Does it comply with FMS and USC values?
• If I do it, will I feel bad?
• How will it look in the newspaper?
• If I know it’s wrong, will I do it anyway?
• If I’m not sure, will I ask?
Congratulations to all the FMS staff celebrating their 5 years at USC!

MIA MATUTINA
KENNETH GALBRAITH
MARINA CHAVEZ
THEODORE BOSE
CARMEN DEL CID
DENISE CONINE
DAVID GONZALEZ
ROSA ALVARADO
NICHOLAS OLSON
DAVID FORNEY
DANIEL HEARON
ESPERANZA BARRIOS
PATRICIA VILLELA LOPEZ
ALBERT MONTANEZ
FRANCISCO VIRAMONTES
DANIEL RODRIGUE
CRUZ BARRIENTOS
MATTHEW TROYER
ANTONIO ATILANO
ANGEL JACQUEZ

Congratulations to all the FMS student workers who graduated from USC this year! May your experience at FMS guide you through your future success.

Betty Villalobos, CAD
Architecture

Anshul Anshul, CAD
Civil Engineering

Deshmukh Nishita, CRC
Computer Science

Irving Corrales, Energy
Civil Engineering

Fletcher Caroline, Engineering
Civil Engineering

Andrew Su, Engineering
Mechanical Engineering

Denise Colome, Events
Communication

Emily Clapper, FFS
Master of Public Health

Lu Lu, MIS
MFA- Film Production

Jinghan Xu, MIS
Electrical Engineering

Abhishek Sharma, Network Services
Electrical Engineering

2012 GRADUATES
NEW FRIENDS

STAFF

Ramon Ochoa Carrillo
HSC Custodial, Custodial Supervisor
3/26/22 | Born: Los Angeles, CA | Favorites: Anything with chicken
Before FMS: Chevron Oil Refinery

Jaime Valero
OM Fleet Services, General Services Journeyman, 6/7/12
Born: Glendora, CA | Favorites: Olive Garden; That 70’s Show; basketball, cars
Before FMS: Taco Bell

Kelvin Khor
Engineering Services, Electrical Engineer
5/14/12 | Born: Georgetown, Malaysia
Maggianos; National Geographic Channel, sports | Before FMS: Glumac

STUDENTS

Omid Davtalab
CAD Services 1/10/12
Born: Tehran, Iran
Favorites: steak; Raffi’s Place; MTV | Hobbies/Interests: Play guitar, skiing | Career Aspirations: Start my own construction company

Yang Zhang
CAD Services 3/1/12
Born: Shangdong, China
Favorites: Sushi; Boiling Crab; Big Bang Theory | Hobbies/Interests: travel
Career Aspirations: To become a Civil Engineer in Beijing

Simin Ahmadi Karvigh
CAD Services 3/7/12
Born: Tehran, Iran
Favorites: Kabob; Raffi’s Place; Gossip Girl | Hobbies/Interests: playing tennis | Career Aspirations: Start my own company in Construction/Consulting

Minral Shivastava
Network Services 3/22/12 | Born: Indore, India | Favorites: Italian; Chipotle; Friends Hobbies/Interests: Reading, basketball, swimming, playing keyboard, & listening to music
Career Aspirations: Work for a software development company; pursue MBA

Chenchen Zhou
Customer Resource Center 3/30/12 | Born: Huainan, China
Favorites: desserts; Yogurtland; Desperate Housewives | Hobbies/Interests: tennis, Chinese calligraphy
Career Aspirations: Make applications to make life easier and happier.

Michael Dongwoo Suh
Events 4/19/12 | Born: Seoul, South Korea
Favorites: Pizza; Palermo’s; How I Met Your Mother | Hobbies/Interests: tennis, music, any sport | Career Aspirations: To work in New York

Isabelle Johnson
Engineering Services 4/26/12 | Born: Arcadia, CA
Favorites: Mexican; Bucca di Beppo; The Bachelor, Jeopardy | Hobbies/Interests: soccer
Career Aspirations: To become a Project Manager

Kathryn La Chapelle
Engineering Services 4/30/12 | Born: Chicago
Favorites: La Barca; 30 Rock; chicken parmesan | Hobbies/Interests: skiing, snowboarding, traveling
Career Aspirations: To work for a large construction company

Jorge Duke
Zone 3, Zone Maintenance Technician
6/7/12 | Born: Los Angeles | Favorites: Netflix; outdoors
Before FMS: USC Housing

Bing Liu
Network Services 4/30/12 | Born: China
Favorites: Noodles; In-N-Out; The Working Dad | Hobbies/Interests: tennis & swimming | Career Aspirations: To become a successful Businessman

Jeremy Davies
CSS Construction, Electrician Journeyman -Module C 5/21/12
Born: Arcadia, CA | Favorites: Peppertree Café; cheeseburgers; Deadliest Catch; fishing, fantasy football | Before FMS: David Stone Electric

Yang Zhang
CAD Services 3/1/12
Born: Shangdong, China
Favorites: Sushi; Boiling Crab; Big Bang Theory | Hobbies/Interests: travel
Career Aspirations: To become a Civil Engineer in Beijing

Simin Ahmadi Karvigh
CAD Services 3/7/12
Born: Tehran, Iran
Favorites: Kabob; Raffi’s Place; Gossip Girl | Hobbies/Interests: playing tennis | Career Aspirations: Start my own company in Construction/Consulting

Minral Shivastava
Network Services 3/22/12 | Born: Indore, India | Favorites: Italian; Chipotle; Friends Hobbies/Interests: Reading, basketball, swimming, playing keyboard, & listening to music
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Kathryn La Chapelle
Engineering Services 4/30/12 | Born: Chicago
Favorites: La Barca; 30 Rock; chicken parmesan | Hobbies/Interests: skiing, snowboarding, traveling | Career Aspirations: To work for a large construction company

Elaine Mangrum
HSC Custodial, Custodian, Entry 5/21/12 | Born: Los Angeles, CA | Favorites: news; salad/soup; skate
Before FMS: USC Sodexo - Hospital

Roddy Lee
Energy Services, Program Manager, Smart Grid 5/14/12
Born: San Diego
Vince’s Spaghetti; Eureka; pilot and scuba diving | Before FMS: RHS, Inc.

Elaine Mangrum
HSC Custodial, Custodian, Entry 5/21/12 | Born: Los Angeles, CA | Favorites: news; salad/soup; skate
Before FMS: USC Sodexo - Hospital

Jeremy Davies
CSS Construction, Electrician Journeyman -Module C 5/21/12
Born: Arcadia, CA | Favorites: Peppertree Café; cheeseburgers; Deadliest Catch; fishing, fantasy football | Before FMS: David Stone Electric

Raul Ballesteros
Heavy Equipment, Heavy Equipment Operator, Entry 6/07/12 | Favorites: seafood; Outback Steakhouse; Cops; restoring old cars | Before FMS: Cherry Demolition

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Congratulations to Thomas Brooks for receiving the Monthly Staff Recognition Award in November 2011. “Mr. Brooks defines the true meaning of going the ‘extra mile’ for all of us who work with him on a daily basis. Mr. Brooks is an asset to our organization and is a great team player.”

Congratulations to Joe Nichols for receiving the Monthly Staff Recognition Award in February 2012. “Mr. Nichols is a professional who is intellectually astute with core essence of an individual that embodies the spirit, resolve, integrity, and determination in helping make a difference in our community.”

Mike Langlois, Swing Shift Supervisor, Mechanical Trades, Admin retired on March 30th after 22 years of service to the university. Congratulations Mike!

Rene Estrada, General Services-Journeymen, Fleet Services/Waste Management retired on June 14th after 38 years of service to the university. Congratulations Rene!
FMS will launch its wellness campaign with a FMS Wellness Fair on July 24th for CDF building occupants. Fairs for HSC, Zones, and Landscape and Grounds will be scheduled for September.

Plans for the events will feature wellness topics such as Nutrition, Lifestyle Redesign, Physical Fitness, and Personal Finances.

More details will follow soon.

Mark your calendars!

Congratulations to these guys! They participated in a weight loss contest and look at them now. While Shane Daywalt lost the most weight at 100 pounds, but they all won just by participating and losing 306 pounds in total.