

The implementation of the 7 Key Strategies established by APPA in December 2005 continues. The strategic action plan and the 7 Key Strategies were developed under the leadership of 2005-06 President Jack Colby and provide continuity in APPA's effort to solidify our position as the association of choice in the educational facilities field. This phase in APPA's evolution is like the era when APPA created the three Cs (Competency, Collaboration, and Credibility) as the backbone, which has ably guided APPA for desired outcomes for its members.

The Campus of the Future

I was honored to be installed as APPA's 92nd President in Honolulu, Hawaii at The Campus of the Future: A Meeting of the Minds, jointly hosted by APPA, NACUBO, and SCUP. I have been a member of each of these associations for many years, but unable to attend all the conferences due to each association holding their annual conference around the same time in July. The conference location provided many opportunities to visit with friends and colleagues from the three different associations and participate in the many educational session offerings.

In addition to the Campus of the Future, I visited two regional meetings this year, PCAPPA and SRAPPA, and one HEFMA international conference in Pretoria, South Africa.

Chris Ahoy is APPA's 2006-07 President. He is associate vice president for facilities at Iowa State University, Ames, Iowa, and can be reached at ckahoy@iastate.edu.



Collaborations and Outreach:

A President's Mid-Year Report

By Christopher K. Ahoy

service to the Awards and Recognition and Professional Affairs committees.

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PCAPPA

My first visit as APPA President to a regional meeting was in San Jose, California attending the PCAPPA annual conference. Host chair Bob Anderson and his team at San Jose State University provided first-rate hospitality during my time there. Bob and I struck a common chord immediately as fellow state-based Baldrige Examiners.

Thanks to PCAPPA President Scott Burns and his leadership team for the warm Pacific Coast welcome and for inviting me to be present at their board meeting. Scott Burns, Towny Angell, and Dan Johnson did a good job of promoting APPA's 7 Key Strategies at the board meetings, breakfast business meetings, and at the new member orientation session. The APPA CD presentation package was well received by all.

At the banquet, PCAPPA honored its members who received APPA recognition: Mark Hunter, California State Polytechnic University, APPA Pacesetter Award 2006; Chris Christofferson, Stanford University, PCAPPA representative to APPA Board; Debbie Aguilar, University of Southern California, service to the Information and Research Committee; and Dan Johnson,

APPA for the greater common good in making APPA the “association of choice.”

SRAPPA

My second visit was to the Southeastern Region's 55th Annual Conference. Thanks to Kate Van Sant, SRAPPA's vice president for communications, for arranging my stay in Durham, North Carolina, and to Glenn Reynolds and his team at Duke University as wonderful hosts. Thanks also to 2005-06 SRAPPA President Marion Bracy, and his team for their warm southern welcome, hospitality, and for making me feel at home at the SRAPPA board meeting.

Ron Brooks, University of Memphis was elected as SRAPPA president for 2006-07.

Much appreciation goes out to Marion Bracy for performing SRAPPA presidential duties all year, while dealing with the aftermath of Hurricane Katrina, which seriously damaged his home and workplace (Xavier University of Louisiana). The impact of that devastation persist today, especially with the recovery and rebuilding efforts.

The SRAPPA Board shared the 7 Key Strategies and showed the APPA CD for SRAPPA at their board and breakfast business meetings and at the new member orientation session. Dr. Sam Polk, former APPA vice president for educational programs, was quoted in the presentation, which was well received by the SRAPPA membership.

I was also able to attend the special diversity session that SRAPPA has implemented in their annual scheme conference. I was impressed by SRAPPA's funding of their scholarship. They have set aside \$120,000 for their membership for APPA's educational courses, as well as training and development. The theme of the conference centered on “Sustainability.”

At the banquet, SRAPPA honored its members who received APPA recognition: Ron Brooks, for service on the Awards and Recognition Committee; Randolph Hare, for service on the Information and Research Committee; Jewell Winn, for service on the Membership Committee; and Sam Polk, for service on the APPA Board and as vice president for educational programs.

SRAPPA's 2006-07 leadership teams will be looking at differences in the membership fee structure at the region and international levels, as well as narrowing gaps in alignment with APPA in the coming year. Implementing these initiatives will foster continued good relationship with SRAPPA and APPA and for the greater common good in making APPA as “association of choice.”

South Africa

My wife Ruth and I traveled to South Africa as a result of an impassioned speech at our APPA Board meeting by Reenen du Plessis, president of HEFMA and director of facilities management, University of Stellenbosch, South Africa. HEFMA is the Higher Education Facilities Management Association of Southern Africa. This was appropriate for us to undertake since “collaboration” is one of the three APPA building blocks

(competency, collaboration, and credibility). Reenen's presentation to the APPA Board received unanimous support and confirmation for my visit to the HEFMA conference at Roode Vallei Country Lodge, Kemmeldrift, Pretoria, South Africa (October 23-26, 2006) as the APPA representative. Many thanks to HEFMA for their hospitality – “Goeie vriende” (Greetings friends). It was my great honor to be invited as the first-ever APPA president to the 2006 HEFMA conference in South Africa.

HEFMA Committee

At the HEFMA Board meeting I was privileged to be invited to attend the entire session with my two other international colleagues from TEFMA, represented by President-Elect Mike Quinlan, University of Brisbane, New South Wales, Australia, and AUDE, represented by Ron Mallinder of Brighton University in the United Kingdom. We learned much regarding HEFMA proceedings, and we were most honored when asked to give our advice and comments during the meeting.

Creating a World Class Operation

From the comments I received after the conference, my topic, “Creating a World Class Operation,” (which included my first attempt at speaking Afrikaans) appears to have struck a chord with many of the attendees. “Goeie more vreinede. Dit is 'n groot plesier om die geleentheid te he om vanoggend met julle te gesels oor 'Die Skep Van 'N Wereldklas Organisasie.' Met Julle toestemming sal ek nou voortgaan in engels.” Translated: “Greeting friends, it my great pleasure to have the opportunity to speak to you this morning on the subject of ‘Creating a World Class Operation.’ Now with your permission, I will continue in English.” Although I received a round of applause for my effort, one comment was that I needed more practice. I thought it was pretty good for an hour of practice.

APPA'S 7 KEY STRATEGIES

1. Develop and execute a “branding” initiative.
2. Develop and implement an enhanced website to become the “go to” resource for facilities questions.
3. Expand research to build credibility and visibility by senior institutional officers.
4. Engage in symbiotic and collaborative partnerships.
5. Engage young facilities professionals.
6. Provide targeted cutting-edge educational programs.
7. Establish credible and valued credentialing programs for individuals and institutions.

Customer Expectations

I am pleased that listening to the voices of customers and employees to promote customer satisfaction is becoming a way of life with our Southern African colleagues. My discussion on raising the bar of customer expectations from satisfaction, to delight, to success was very well received. My discussion centered on raising the bar of customer expectations from the “is” condition (the current reality), to the “should be” condition (the future state), and then on to the “could be” condition (the ideal state). Meeting specifications—the bottom line of achieving world class—should be the minimum aspiration of any endeavor. I call this the Moment of Truth. Those seeking a competitive edge in the global economy where the “world is flat” must go from the ideal state—that is, the “could be” or the “good” condition—to “great,” which is the ultimate condition for any enterprise aspiring to become a world-class organization. To reach this pinnacle of ultimate condition of success, any entity must pass through another condition of “excellence,” which I call creating moments of magic for your customer. Reaching greatness or an outstanding condition is a situation that promotes a one-plus-more paradigm of outstanding results. This position conveys that an organization is the best of the best in breed and class.

Overview of APPA and ISU

During my second educational presentation, I covered an overview of APPA and brief information on Iowa State University. The attendees appreciated the various APPA value propositions. I presented APPA's vision as “Global Partners in Learning” with the APPA mission to support educational excellence with quality leadership and professional management through education, research, and recognition. I am expecting that some of the attendees and HEFMA members will join APPA as international members to partake in the many APPA offerings. A few have indicated their intention to attend APPA's Institute for Facilities Management and Leadership Academy. In the short time I had, HEFMA members were nonetheless able to get the gist of what APPA has to offer as the “association of choice.”

I enjoyed the rest of the program by the host Tshwane University of Technology (TUT) and HEFMA leadership. All the programs were of very high caliber. I was pleased that other speakers after me connected nicely with my keynote speech focusing on customer delight and the theme of the conference “adding value.” As usual I picked up valuable information and knowledge from the presentations.

2006-07 HEFMA President Master Ngoma, and his staff from Tshwane University of Technology, are to be commended for their dedication and commitment to the success of the conference. I hope to see Master at APPA 2007: Back to the Future in Baltimore (July 15-17, 2007).



Reenen du Plessis, president of HEFMA and APPA President Chris Ahoy shake hands to seal the MOU between the two organizations. The MOU will foster collaboration and provide HEFMA with access to resources and facilities professionals within the APPA network.

Memorandum of Understanding (MOU)

President du Plessis and I signed the memorandum of understanding between HEFMA and APPA before the presidential handover ceremonies. The MOU is to foster collaboration between HEFMA and APPA. Doing this will provide HEFMA with access to resources and facilities professionals within the APPA network. In like manner, APPA and its existing members will receive benefit from the increased breath and diversity of perspectives, enhancing its outreach mission, and will make significant progress in the vision to become a global partner in learning. During the next three years, both organizations will mutually explore detailed actions around the basic goals and objectives in the MOU.

Post Conference Activities

We could not leave South Africa after almost 41 plus hours of travel and meetings without sightseeing in Pretoria. Ruth and I visited Kruger National Park where we saw giraffes, zebras, impalas, kudus, warthogs, spring boxes, monkeys, baboons, elephant, rhinoceros, and water buffalo. As all good things must end, before we knew it, it was time to leave. We spent some time vacationing in Zurich before heading home.

As I mentioned in my installation speech, APPA and Iowa State University have given me the opportunity to serve our members, and for outreach, to bring international members to our fold in support of our mission to become “Global Partners in Learning.” 🏢