

CANNON WINS 2012 REX DILLOW AWARD FOR OUTSTANDING ARTICLE; A 30-YEAR REFLECTION

It is a pleasure to note that John Cannon, associate director for planning and operations at College of the Holy Cross in Worcester, Massachusetts, has been selected the recipient of APPA's 2012 Rex Dillow Award for Outstanding Article in *Facilities Manager* magazine.



John Cannon

John's article, "Exceeding Expectations," discusses how the phenomenon of creating and fulfilling expectations in any service industry, particularly facilities, can have an impact on the happiness of your customers and staff. A first-time author for *Facilities Manager*, John also shares several steps that leaders and managers can use to adjust expectations in an effective and "planful" way:

1. Utilize technology
2. Create service standards
3. Enhance customer interaction
4. Resolve problems immediately
5. Promote your department
6. Educate your staff
7. Improve communications

"Exceeding Expectations," which appeared in the September/October 2011 issue, was selected by the Information and Research Committee from 14 eligible articles.

Many congratulations to John Cannon for receiving the 2012 Rex Dillow Award; we look forward to more articles from him in the future.

* * * * *

Speaking of Rex Dillow, it struck me recently that he was possibly the first APPA member I had met shortly after I had joined APPA 30 years ago, in June 1982. He was on the Professional Affairs Committee and came to the APPA office for a meeting. While an APPA member, Rex was instrumental in promoting and

improving the Institute for Facilities Management and served as editor-in-chief on the first two editions of the *Facilities Management* manual. He's now long-retired and living in Arkansas, but he still enjoys hearing about APPA and the annual winner of the award that bears his name.

When reflecting just a bit on my tenure at APPA, the prominent memories are meeting and working with so many tremendous members—all the committee and task force members I've worked with on so many projects and publications; the many writers, researchers, subject matter experts, and peer reviewers who have contributed so much to the educational facilities body of knowledge; and all the great people of SRAPPA who have been so welcoming and supportive of me as I've served as their APPA staff liaison. In addition, all my colleagues on the APPA staff are great to work with, and it all comes back to our service to APPA and its fantastic members.

I can't promise another 30 years, but we're always looking forward to what happens next. 

Coming in Sep/Oct 2012

- Profile of President Mary Vosevich
- APPA 2012 Conference Highlights
- Bill Elvey, APPA Fellow
- Thought Leaders Report, Part 1

FACILITIES manager

President

David Gray, Middle Tennessee State University

Executive Vice President

E. Lander Medlin, lander@appa.org

Editor

Steve Glazner, steve@appa.org

Managing Editor

Anita Dosik, anita@appa.org

Design & Production

www.touch3.com

Printing

Corporate Press, Inc.

Editorial Office

703-684-1446 ext. 237

Fax: 703-549-2772

Advertising

Gerry Van Treeck, 847-562-8633

gvtgvt@earthlink.net

www.appa.org/facilitiesmanager

Facilities Manager (ISSN 0882-7249) is published six times a year (January, March, May, July, September, and November). Send editorial submissions to steve@appa.org. A portion of APPA's annual membership dues (\$53) pays for the subscription to *Facilities Manager*. Additional annual subscriptions cost \$66 for APPA members, \$120 for nonmembers. Contact the editorial office for article reprints.

Copyright © 2012 by APPA. Contents may not be reprinted or reproduced in any form without written permission. The opinions expressed are those of the authors and do not necessarily reflect the views of APPA. Editorial mention of companies or products is for informational purposes only and should not be construed as an endorsement, actual or implied, by APPA.

POSTMASTER: Send address changes to *Facilities Manager*, 1643 Prince Street, Alexandria, VA 22314-2818.

About APPA

APPA promotes leadership in educational facilities for professionals seeking to build their careers, transform their institutions, and elevate the value and recognition of facilities in education. APPA provides members the opportunity to explore trends, issues, and best practices in educational facilities through research, publications, professional development, and credentialing. Formerly the Association of Physical Plant Administrators, APPA is the association of choice for 5,200 educational facilities professionals at more than 1,500 learning institutions throughout the United States, Canada, and abroad. For more information, visit us at www.appa.org.