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’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.

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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. ☺

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