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# Lean and Mean: Business Improvement for All

**W**ikipedia defines lean manufacturing, lean enterprise, or lean production, often simply, "lean", as "a production practice that considers the expenditure of resources for any goal other than the creation of value for the end customer to be wasteful, and thus a target for elimination. Working from the perspective of the customer who consumes a product or service, 'value' is defined as any action or process that a customer would be willing to pay for. Essentially, lean is centered on preserving value with less work."

The lean manufacturing principle applies to all companies, not just manufacturers. The lean process implementation uses many tools such as total quality control, continuous process improvement, zero-error production, and just-in-time production. It takes a company-wide approach to foster improvements from the "ground up" without large capital investments. Lean process implementation improves productivity and reduces costs through the optimization of facilities, people, resources, and equipment.

Industry expert speaker Karen Converse is a New Mexico native and graduated from New Mexico State University with a BS in Industrial Engineering. She has over fifteen years experience working in a manufacturing environment across several industries including medical, telecommunications, and packaging. She has lead ISO 9001 implementations, set up production lines, maintained quality management systems, and planned production lines. Karen is currently an Innovation Director for New Mexico MEP serving companies across the state of New Mexico.

Join the Facility Manager Association of New Mexico on Wednesday morning, April 17th, 2013, at 7:15 am for breakfast at Garduno's Uptown Restaurant to hear this important information. You must make reservations to attend this meeting by emailing [carolee@fmanm.com](mailto:carolee@fmanm.com) (preferred) or by calling 505-382-7560.

## Don't Forget Golf Planning Meeting

**M**ark your calendar for 11:30 am on Wednesday, April 10th, 2013 to be a part of the kick-off meeting to plan the 2013 Facility Manager Association of New Mexico Annual Golf Tournament. Plan to meet at the Sandia Resort and Casino at Kiva Koffee Restaurant to become part of the party of the year which benefits scholarships at UNM, CNM, and local charter trade schools.

**Suppliers:** wanna get your hands on my 200+ facility manager data base? Email me now to [carolee@fmanm.com](mailto:carolee@fmanm.com) or call 505-382-7560 and let me know you will help me get the word out for golf. Save the date: FMANM Golf is Friday, July 19th, at Isleta Eagle Championship Golf Course! Thanks for your support.



# Active Shooter: How to Respond

**D**etective Mike Timm, an officer with the Foothills Sub-Division of the Albuquerque Police Department, brought a powerful message to a packed house of facility managers and their supporters: “It is not if, but when: awareness is the key to surviving a potentially deadly encounter with an active shooter who intends to inflict harm on anyone who comes into his path.”

Borrowing a page from the Department of Homeland Security’s instructional manual, Detective Timm described the important steps to recognizing, responding to, and helping law enforcement in an active shooter situation.

According to law enforcement authorities, an active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use

of firearms. The characteristics of an active shooter situation? The victims are selected at random, the event is unpredictable and evolves quickly, and law enforcement is usually required to end an active shooter situation.

How can you protect yourself and cope with an active shooter situation? Be aware of your environment and any possible dangers. Take note of the two nearest exits in any facility you visit. Attempt to take an active shooter down only as a last resort.

How should you respond when an active shooter is in your vicinity? **1) Evacuate:** Have an escape route and plan in mind; leave your belongings behind; keep your hands visible. **2) Hide out:** Hide in an areas out of the shooter’s view; block entry to your hiding place and lock the doors; silence your cell phone or pager. **3) Take action:** Only as a last resort and your life is in eminent danger, attempt to incapacitate the shooter. Act with physical aggression and throw items at the shooter.

“Call 911 only when it is safe to do so,” Detective Timm said.

How should you respond when law enforcement officers arrive? “Remain calm and follow their instructions,” he said. “Put down any items in your hands—jackets, bags, anything. Raise your hands and spread your fingers and keep your hands visible at all times. Avoid pointing, screaming, or yelling. Do not stop to ask officers for help or directions while you are being evacuated.”

What information should you provide to law enforcement or the 911 operator? Have the location of the active shooter available, and know the number of shooters. Provide a physical description of the shooters. If you can, describe the number and type of weapons and the number of potential victims at the location.

“Be aware of your surroundings and your business associates,” he closed. “Many of these situations grow from domestic violence problems.”



# Active Shooter continued



## CNM Receives Scholarship Award from FMANM Efforts



Anna Sanchez, Foundation Director for Central New Mexico Community College, and two students entering into the mechanical trades which support electrical, HVAC, controls, and plumbing accepted a scholarship donation of \$4,000.00 at the March 2013 Facility Manager Association of New Mexico meeting. The annual golf tournament (this year on July 19th at Isleta Championship Golf Course) and the Facility and Building Operations and Maintenance Show (again in the fall this year the Sandia Resort and Casino) are the prime drivers for these scholarship contributions.

Thank you for supporting the greater good of the Facility Manager Association of New Mexico.

**CHECK US OUT ON THE WEB AT [WWW.FMANM.COM](http://WWW.FMANM.COM)**

## LEAN AND MEAN: Improving Your Business Wednesday, April 17th

Make reservations now to join the Facility Manager Association of New Mexico to hear important information on streamlining your business. You must rsvp by 5 pm on Monday, April 15th, to be included. **Please rsvp to [carolee@fmanm.com](mailto:carolee@fmanm.com) (preferred) or by calling 505-382-7560.**

When: Wednesday, April 17th, 2013, at 7:15 a.m.  
(Arrive early for coffee and connections)

Where: Garduno's Uptown  
2100 Louisiana Boulevard NE  
Albuquerque, NM (505) 880-0055

Cost: \$30 to Members  
\$35 to Non-Members



Join us for a Southwestern style breakfast buffet!