

March 2011

Little Rock Chapter
Construction Specifications Institute



SPECWORK

Knowledge for Creating & Sustaining the Built Environment
CSINet - Home of The Construction Specifications Institute

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MISSION OF CSI:

**“Advance the process of
creating and sustaining the built
environment.”**

“CSI is a national association
dedicated to creating standards and formats to
improve construction documents and projects
delivery.

The organization is unique in the
industry in that its members are
a cross section of specifiers,
architects, engineers, contractors
and building materials suppliers.”

From CSI Website: csinet.org

MARCH 2011 CHAPTER MEETING

LRCSI / USGBC Arkansas - Joint Lunch Meeting

“Walkable Communities”

Presented by Dave Roberts, ASLA and
Julie Lather, AICP, ASLA / Crafton Tull Planning Department

Wednesday, March 16, 2011
11:30 AM – 1:00 PM

Next Level Events
1400 W. Markham
Little Rock, AR

Cost: \$20 per person

Continuing Education: 1 AIA/CES LU Hour (SD/HSW), 1 PDH, 1 CEH, 0.1 CEU

Deadline to register - March 14, 2011

More details can be found at www.csilittlerock.org.

Reservations only contact Jerome Sorensen
PHONE 501-374-5300 / E-MAIL JSORENSEN@WERARCH.COM

Reservation “NO SHOWS” will be billed at full price
Credit Card payment and Reservations can be made on-line at
www.csilittlerock.org

Interested in hosting a Table Top at our next Meeting?

Contact Jerome Sorensen at PHONE 501-374-5300 / E-MAIL JSORENSEN@WERARCH.COM

NEW MEMBER SPOTLIGHT

BY KAY YOUNG, CSI, CDT, MEMBERSHIP CHAIR

Say hello to our new member!

Jimmy Klawetter

I have worked for Ingersoll Rand Security Technologies since February 2001 as a Security & Safety Consultant. I provide training and support for Ingersoll Rand Products to commercial hardware dealers, end users and architects. This support includes product support and training for both mechanical and electronic access security hardware. In addition to product support and training I provide specification services and consultation in regards to fire and life safety codes as it relates to commercial door hardware. Prior to becoming employed with Ingersoll Rand Security Technologies I worked as a Project Manager for Asco Hardware Company in North Little Rock, Arkansas. This is where I really got my feet wet and learned about the door and hardware business.



Donna Hutchison

I have been employed with American Gypsum out of Dallas, TX for over 8 years. American has four drywall plants – Albuquerque, NM, Eagle, CO, Duke, OK and Georgetown, SC. I am a sales representative, covering Arkansas, Louisiana, Mississippi and the Memphis area. I began in the drywall industry in 1976 as a secretary for Weyerhaeuser Company's gypsum sales. I then worked as a sales associate for several years, until the Nashville, AR plant was sold in 1989 to Boral Industries, whom I went to work for in Sales. The plant was later sold to James Hardie and I worked for them until 1998. I left then to stay home with my ailing husband, who passed away in 2000. I then went back to work for James Hardie in 2001 and worked for them about a year, when they sold to BPB Gypsum. Fortunately, I was then offered the job with American and went to work for them before I had to go through another buy-out! So I have worked for the one drywall plant in Arkansas under four owners (it has since sold again!) for a total of 23 years and for the past 8 years for American Gypsum. I live in Glenwood, AR on a small farm; have one son, Shane, four horses and 2 Welsh Corgis. I barrel race in my spare time and camp and trail ride.



*Welcome to CSI Little Rock,
Jimmy and Donna!*

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PRESIDENT'S MESSAGE

Lori Tanner, CDT



We had a great turnout at the February Chapter Meeting at the Oyster Bar. Some lucky members walked away with some door prizes. We learned about Fighting the Super Bugs. It was an interesting topic to learn about.

There will be a seminar on MasterFormat which will occur in March at the Baldwin and Shell Office. So please be on the lookout on the invites and make plans to attend this seminar.

There will also be a spring/summer event that is in the works right now, more details to follow.

Our March Meeting will be a Joint Meeting with USGBC, on Wednesday, March 16th at the Next Level Events. We will be learning about "Sustainable Walkable Neighborhood Design". Should be an interesting topic. Make plans to attend.

Also, it is getting close to Awards time. Be thinking about nominations for your fellow members for awards, either Chapter or Institute. Contact Jan Sanders, Awards Chair, for any questions. See you at the March Meeting at the Next Level Events.

Sincerely,

Lori Tanner, CSI, CDT
LRCSI Chapter President 2010-2011

ThyssenKrupp Elevator
Americas Business Unit



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The Construction Specifications Institute is a nationwide non-profit technical organization dedicated to the improvement of specifications and building practices in the construction industry through service, education and research. Founded in 1948, CSI provides a forum for architects, engineers, specification writers, contractors, suppliers and others in our industry. Membership is open to all who are involved in the built environment. Please contact Chapter membership Chairman, Kay Young, 501-912-8534; e-mail kayyoung3@sbcglobal.net, or any chapter officer listed on the "Officer, Directors and Committee Chairs" page of this newsletter.

CSI lapel pins can be purchased for \$10 at regular Monthly meetings.

CURMUDGEON'S CORNER

A Tale of Two Companies

by Sheldon Wolfe, RA, FCSI, CCS, CCCA CCCA

A few months ago, in "Go-to guys", I spoke of the many excellent product representatives I know, and how valuable they are to me in my job as specifier. This past month, I experienced something just a bit different. It wasn't that the product reps weren't helpful, but their corporate structure made it difficult for them to offer the help that specifiers need, which, in turn, makes it difficult for specifiers to properly serve their clients.

It all started with an e-mail from one of our construction administrators, about a substitution request. The subcontractor claimed that a substantial savings would result from using the proposed products, and went on to say that one of the proposed substitute products was, in fact, identical to one that had been specified.

I'm sure many specifiers are asking themselves, "If it wasn't specified, why didn't you just reject it?" That's a great question for a future discussion, but for the moment, accept as fact that there was more than one good reason to consider the request.

My research began with the supplier's claim that one of the proposed substitutions was the same as one that had been specified. As it turned out, this was not a simple claim that one product was very similar to the other, but that the two literally were the same. This was something of a surprise, as we had been using the specified products for more than a decade, while the supposed equal product was an unknown.

It didn't take long to determine that the manufacturers of the competing products were subsidiaries of a larger company. The fun began when I called the parent company's toll-free number. After identifying myself, the call went something like this.

"I'd like to talk with someone in your technical department, to find out if [specified] product A and [substitute] product B are the same."

"Where are you located?"

"St. Paul."

"Call your local representative at 555-555-0101."

"Does that representative deal with both A and B?"

"No. If you want the representative for B, call 555-555-0123."

"I'd like to speak with someone who is familiar with both products."

"You'll have to call your local rep."

"Do you mean to tell me that there is no one in your office who can answer the question?"

"That's what our field representatives are for."

It was clear that this wasn't going any further, so I said "thanks" and hung up. I called one of the numbers; the phone rang for so long that I gave up and tried the other. That rep was out of the office, so I left a callback message.

I then went to my secret source of information, the CSI member database. Ta-da! I found the name of a person who was a vice president of the parent company. I called and got a message saying that person was out of the office. Transferring to the

cont. next page...

operator, I again found myself talking to the person I had talked with a just a few minutes before. I'm sure she wasn't pleased that I was still trying to burrow into the company, but I wasn't pleased by the run-around.

A short time later, I got a call from the rep for product A. When I told him about the substitution request, and the claim that A and B were the same, he expressed frustration, and made comments to the effect that he had run into this problem before, that A and B were not the same, and that there was some confusion at the corporate level that led to the problem. He said he would look into it and get back to me.

I then got another call, which I assumed would be from the VP of the parent company. However, instead of returning my call, the VP had passed my request off to a head of the product B company, so I was unable to talk with someone who could speak for both companies.

"Mr. B, I have been told that your product B is identical to product A. Is that true?"

"They're not really identical. They do use the same material, have the same properties, and use the same MSDS, but the pigment and the name are different."

"So they're really the same?" Although Mr. B never came right out and said so, everything he said indicated that A and B are the same. He then spent some time explaining the distribution systems used by the two companies. One is sold direct to installers, while the other is sold through distributors. Furthermore, an installer of A is not allowed to purchase B, and vice versa.

"What I'm concerned about is that we've been specifying A for many years, and now it appears that your company is selling the same thing under a different name at a lower price. In other words, our clients may have been paying more than they had to. Is there a difference in the quality of installers?"

"No. We do have factory training, but we do not certify installers."

Giving up the battle, I asked if we could get a list showing all of the products of both companies, indicating which are the same. I'm certain someone knows this information, but I was told such a list is not available.

When I got back to my computer, I discovered an e-mail from the product A rep. He told me the proposed substitution wasn't available any longer, and had been replaced by another product. Mr. B said that was essentially correct - but the new product is really the same thing with a different name.

OK, maybe there is good reason to have two distribution systems for a single product, but why not just sell the same product and avoid the confusion? Is there a point to this shell game? Could it be nothing more than a way to get around public bidding requirements? Whatever the reason, it doesn't really matter. Apparently, we have two product representatives selling many of the same products under different names, competing with each other, and, understandably, not too interested in talking about the competing company's products.

Design professionals need straight answers, and episodes like this can quickly destroy a company's credibility.

© 2011, Sheldon Wolfe, RA, FCSI, CCS, CCCA, CSC

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Friday, April 29 & Saturday, April 30, 2011
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Registration form can be found at: <http://gulfstates.csinet.org>

*If you plan to attend, please contact Lori Tanner, President for more information
LTanner@tmecorp.com / 501-666.6776*



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MASTERFORMAT™ PAST, PRESENT, AND FUTURE

A Special LRCSI Educational Event

Presented by Doyle Phillips, CCCA, CPE, CPC
Chief Estimator
Baldwin & Shell Construction Co.

CHOICE OF DATES:

Friday, March 11, 2011 OR Friday, March 25, 2011

Registration: 7:30 AM
Program: 8:00 AM - 5:00 PM

LOCATION:

Baldwin & Shell Construction Co.
1000 West Capitol Ave.
Little Rock, AR 72201

COST:

CSI Member Fee - \$125
Non-Member Fee - \$155
(Includes lunch and course materials)

CONTINUING EDUCATION: 7 AIA/CES LU Hours, 7 CEN hours, 7 PDH, 7 CEH, 0.7 CEU

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This course will look at a history of MasterFormat™ and the set up of the newest version. Next, we will take a look at where the industry stands in the implementation process to date. We will review who has made the change and why. How did these companies handle the change? If your company has not made the switch, possible implementation plans will be looked at to make the change over as painless as possible. Now that acceptance and implementation have happened, where do we go from here? What are the plans for future updates and revisions? Who has input in this process and who controls that final decision to accept additional changes?

You owe it to yourself to get current with this industry trend, because just like an outdated program, the older version of MasterFormat™ is no longer being supported. Prepare yourself for the future to enhance your understanding of this predominant industry standard.

For more information, visit www.csilittlerock.org or contact Doyle Phillips at 501-374-8677 or dphillips@baldwinshell.com.



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