

USA Chapter Update

From the USA Chapter Committee Chair

We are excited to share key updates and upcoming activities from the USA Chapter of the Institute of Asset Management (IAM-USA). IAM-USA is committed to fostering excellence, collaboration, advancing knowledge, supporting professional growth, and fostering best practices across the global asset management community.

This Newsletter includes information on:

- IAM North American Conference
- Volunteering
- Elections for IAM-USA Executive Committee
- Other great information

IAM North American Conference

The IAM North American Conference 2025 will take place in Montreal, Canada, from 16-18 September 2025, bringing together professionals from across industries and sectors to explore the evolving landscape of asset management. The conference will have three tracks:

Track 1: Learning From Each Other

Track 2: Driving Continuous Improvement

Track 3: Asset Management Excellence

We will be hosting an **IAM-USA meet and greet on September 16 from 14:30-15:30**

We hope to see you there.

Volunteering

If you are interested in sharing your organizations Asset Management Journey via a case study and webinar, please reach out to Mark Knight (Mark.Knight@usa.theiam.org) Joe Mooney (Joe.Mooney@USA.TheIAM.org), or myself Tammy Whipple (Tammy.Whipple@USA.TheIAM.org).

You can find additional volunteer opportunities at: <https://theiam.org/membership/volunteer-now/>

Elections for IAM-USA Executive Committee

We are looking for nominations for the IAM-USA Executive Committee.

- Are you interested in shaping the future of IAM USA?
- Have you been a member of the IAM and actively involved (e.g., Branch Leader, Technical Committee Member) in USA Chapter initiatives for at least a year?
- Do you have the designation MIAM or FIAM?

If you answered yes to these questions, then you should consider nominating yourself to be on the IAM USA Chapter Committee.

The USA Chapter Committee has overall responsibility for financial management, strategic direction and working with IAM Centre and other activities of the Chapter and its Branches.

The USA Chapter Committee is comprised of eight members who each serve a two-year volunteer term. At the end of the two-year term, Committee members can choose to self-nominate for reelection or not. To maintain continuity, only half (four) of the committee members end their terms each year (meaning half of the committee positions are open in any given year).

If you are interested in self-nominating for one of the positions serving the 2026-2028 USA Chapter Committee term, please provide the following information to Tammy Whipple (Tammy.Whipple@USA.TheIAM.org) by 9pm PT December 5, 2025.

Nominations received after 9pm PT on Friday December 5 will not be considered.

- Name
- Number of years you have been an IAM member (provide member number, if possible)
- Indicate if you are MIAM or FIAM
- Brief description of your recent involvement in IAM USA
- Brief nomination statement, describing why you want to be on the USA Chapter Committee

Nomination information will be reviewed by the Nominations Committee, which is comprised of the Chapter Committee members who will serve another year. If the number of qualified candidates exceeds the number of vacancies, the Chapter will hold an election. Per IAM bylaws, only Members (MIAM) and Fellows (FIAM) have voting rights.

Please review the full newsletter for other great information

I hope everyone has been having a good summer and look forward to seeing you at the North American Conference in September.

Have an impeccable summer and warm regards,

Tammy

Tammy Whipple, AMP
IAM USA Chapter Chair

Asset Management Spotlight – Jerry Temple

Jerry Temple - Asset Management Superintendent, Phoenix Sky Harbor International Airport

Jerry is an aviation professional with over 21 years of dedicated service at Phoenix Sky Harbor International Airport. His introduction to asset management began in early 2023 when he accepted the challenge of leading the newly established Asset Management section within the City of Phoenix Aviation Department. Since then, Jerry has passionately led efforts to develop strategic frameworks and operational programs that enhance the airport's infrastructure sustainability and long-term planning.

He holds certificates in Airport Management from Embry-Riddle Aeronautical University and Asset Management from the Institute of Asset Management (IAM). Leveraging his extensive aviation experience and formal training, Jerry has spearheaded several key initiatives that have significantly enhanced the department's operational efficiency and planning capabilities. These include the development of the Asset Management Roadmap, a Capital Improvement Project (CIP) list, and the department's Facility Condition Assessment (FCA) program. These initiatives have been instrumental in prioritizing capital projects and ensuring the airport's infrastructure remains in optimal condition well into the future.

Jerry's forward-thinking leadership continues to position the department for sustainable growth, operational excellence, and resilience in a rapidly evolving aviation environment. Jerry can be reached at jerry.temple@phoenix.gov



Looking at Your Asset Management Journey from the Outside In

What does success look like?

This is a question that we ask at the beginning of any journey and again when we are evaluating our progress. We often begin our journey with a gap analysis or use one for review and corrective action when we get off track. The standard asset management gap analysis is internally focused and the KPI's generated are also mainly internal. Since executive support is an element in any gap analysis, much attention is paid to gaining this support. A case is made based on an internal view: we'll save money, increase reliability, decrease downtime, increase operational efficiency, etc.



What you need to realize, however, in beginning or evaluating your asset management journey is that the executive view is focused first outside the organization on where rewards come from and then internally on how they are earned.

My own approach is to start by stepping outside and looking in and asking the question: if our asset management efforts are successful, how will they affect our external stakeholders? This approach helps us get off the dime, even in difficult situations, and the commitment of external stakeholders lasts through changes in leadership.

What do we learn from looking in?

Let's start with who's involved - the external stakeholders of your organization. There are more than you might think, and they wield more influence than you may have considered. Here's my list, which is not ordered in any way and likely overlapping, depending on the structure of your organization. It is meant to stimulate thinking and discussion and I'll provide a few examples to get you started.

Customer, supplier, broker, competitor, regulator, vendor, service provider, employee family and friends, interest groups, neighbors, industry groups, technical societies, economic improvement groups, stockholders, lenders, insurers, re-insurers, bond brokers, local, state, federal government (legislative and executive), press, social media audience, board of directors, advisory boards, certifying bodies, infrastructure providers (public, private, agency or authority)... you can think of more.

How does this work?

A port facility has implemented asset management and made dramatic improvements in arrival queuing, turnaround time, efficiency of transfer to road and railroad, reliability of end-to-end delivery, safety and other measures. It has risen in the global rankings of port effectiveness, and the marketing group has recognized these improvements. They use the above performance statistics all the time in sales presentations. What was missing, was an understanding of how and why these improvements occurred. Once they understood the asset management program, they could tell the customer: "Not only have we built an excellent operation, but we have also built a system to assure that it remains excellent. You can plan on working with us over the long-term." The same was true for the CEO who could talk confidently to industry bodies, government agencies, shareholders, the press or the public.

At a large utility company that is self-insured, the executive vice president uses the company's commitment to asset management to negotiate a significantly lower rate for re-insurance. The results speak for themselves in

terms of loss and damage reduction, but it is the asset management back story that shows how these reductions will be maintained.

A municipal CFO negotiating with a bond broker talks about the financial stability of the agency seeking funding and the asset management system in place to assure that this stability is not a fluke.

Fan Loyalty is a key metric for any sports team executive and research shows that the stadium experience plays a significant role in fan loyalty. Stadium condition is one element of this experience and while it won't completely overcome a losing season it is a controllable element of this metric.,

While you are designing, evaluating or redesigning your asset management program; try making a list of external stakeholders and answer two questions:

- 1) How will asset management success affect each external stakeholder?
- 2) Who in your organization is responsible for the satisfaction, maybe even delight, of these stakeholders.

You will find that you have more allies in more places than you thought. You will also find that working with them is easier and more productive than you thought, if you can step outside and look in with them. Once your external stakeholders and those responsible for caring for them understand the effectiveness of asset management, it's very hard to pause or go backwards in your journey, and any temporary setbacks will be just that.

Tom Smith

USA Chapter Vice President

Thomas.Smith@USA.TheIAM.org

Words from the Knowledge Center

The Knowledge Management group is continuing its work on building a library of case studies on asset management. If you or someone you know has a good example of asset management planning, implementation, or anything else that could be a benefit to others and also shine a light on your organization please contact me at mark.knight@usa.theiam.org or tom.myers@usa.theiam.org or ahmet.ozman@usa.theiam.org. If you don't have a case study but have an interesting viewpoint or something you would like to write about please also reach out to me or just go to the IAM Forum (the link is at the top of the page when you log into your IAM account) and join (or start) a discussion there. We all learn from each other.

Mark Knight, AMP, FIAM

IAM USA Executive Committee
Co-Chair, Knowledge Development

Mark.Knight@USA.TheIAM.org

The IAM Discussion Forum

Do you have a question about Asset Management? Are you seeking some free advice on an issue you have encountered? Better yet, do you like to share your expertise with others in the profession who may not have your level of experience? The IAM Discussion Forum needs you!

The Forum is the IAM's interactive knowledge base, permitting anyone who is registered with the IAM website to post a question – or answer one. There are hundreds of topics out there, and hundreds of asset management professionals who have taken the time to share opinions, ideas, and solutions that might just help you solve your problem. Check it out! And become a regular contributor.

<https://forum.theiamdiscussion.org/>

SMRP Reciprocal Benefits

The Society for Maintenance and Reliability Professionals are our asset management cousins, and they offer reciprocal benefits to IAM members. This means that if you are a paying member of the IAM, you have free membership to SMRP. And if you are a paying member of SMRP, you have free membership to the IAM. If you would like to take advantage of this benefit, contact your Branch Leader. If you are not affiliated with one of the USA branches, feel free to contact me.

Joe Mooney (Joe.Mooney@USA.TheIAM.org)

Upcoming IAM USA Chapter Events

Less than a month away, this year's North American Conference in Montreal, Canada promises to be an experience for all. The IAM, and our volunteers will bring together professionals at every stage of the journey, offering insights, real-world case studies, and opportunities to engage with subject matter experts. Whether you're laying the foundation, striving for continuous improvement, or leading transformation, our conference sessions will provide invaluable knowledge, practical strategies, and inspiration to help you progress on your asset management journey. Three parallel tracks have been created to address different levels of the asset management maturity cycle:



BOOK NOW!



IAM NORTH AMERICAN CONFERENCE 2025

16 - 18 SEPTEMBER

Centre Mont-Royal, 2200 rue Mansfield - Montreal,
Quebec, Canada

CONFERENCE THEME: Living The Asset Management
Maturity Journey – From Starting Out to Best Practice



Track 1: Learning From Each Other – For those new to asset management, this track explores the initial steps in adopting structured practices, securing leadership buy-in, and overcoming challenges. Our speakers have been through this level of the journey and case studies will share the ups and downs that can be encountered.

Track 2: Driving Continuous Improvement – For those who have reached a level of competence, this track will focus on taking the next steps, to optimize asset management into your culture. Sessions will cover professional development and practical steps for progressing along the maturity scale. Speakers will share how they have overcome common roadblocks and provide delegates with the opportunity to compare and plan for their progress.

Track 3: Asset Management Excellence – This track focuses on delivering outcomes and unlocking value for organizations and stakeholders. What are the next steps in the Asset Management profession? How are leading organizations working with disruptive technologies? How are their processes evolving to keep up with the changing world.

And the networking opportunities are really the bonus of attending. The opportunity to interact with leading practitioners and present discuss your issues to see what advice they have. Our speakers, volunteers, and delegates are known for their willingness to share experiences, to compare notes, and to help each other be more successful.

Please attend if you can. It is your annual opportunity to share time with your peers and rub elbows with the Asset Management Stars.

Contact me if you have any questions!

Joe Mooney, MIAM

Communications Director
USA Chapter

Joe.Mooney@USA.TheIAM.org

IAM USA Asset Management Professionals

The Asset Management Professional designation is the highest honor someone in our industry can receive from the IAM. The IAM website contains information on becoming a Registered Asset Management Professional.

Congratulations to Laith Alfaqih of Stantec, who was awarded his AMP designation this week.

<https://theiam.org/professional-development/asset-management-professionals/>

Name	State	Nearest Branch
Laith Alfaqih	Ohio	Great Lakes
Len Caputo	New York	NYC
Lou Cripps	Colorado	Colorado
John Daly III	Michigan	Great Lakes
Fabiola De Carvalho	Texas	Austin
Mark De Clercq	Michigan	Great Lakes
George Galambos	Georgia	Atlanta
Craig Gotthardt	Texas	Austin
Kristyl Horton	California	Bay Area
Nancy Johnson	Massachusetts	New England
Martin Jones	Georgia	Atlanta
Mark Knight	Massachusetts	New England
Bob Leitch	Maine	New England
Amy Lindblom	Washington	Pac NW
Tom Myers	North Carolina	Carolinias
Jonathan Okafor	Virginia	DMV
Christian Roberts	Virginia	DMV
Simon Smith	New York	NYC
Tammy Whipple	Washington	Pac NW
Matthew Wood	Texas	Austin

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Chair and Secretary of Chapter (Officer)	Tammy Whipple, AMP	Tammy.Whipple@USA.theIAM.org
Deputy Chair (Officer)	Mark Knight, AMP	Mark.Knight@USA.theIAM.org

USA Executive Committee	Held by	Email
Director of Communications	Joe Mooney, MIAM	Joe.Mooney@USA.theIAM.org
Director of Knowledge Development	Tom Myers, AMP	Tom.Myers@USA.theIAM.org
Director of Diversity, Equity, and Inclusion	Katty Fleming, MIAM	Katterinne.Fleming@USA.theIAM.org
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Director, At Large	Shweta Dhansinghani, MIAM	Shweta.Dhansinghani@USA.theIAM.org

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Women in Asset Management (WiSM) North America Mentoring Program	Anca Popa Katty Fleming, MIAM	Anca.popa@ttc.ca Katterinne.Fleming@USA.theIAM.org
USA Members Representative to IAM Council	Mark De Clerq, AMP	Mark.declercq@USA.theIAM.org

Social Media – Follow IAM USA on Linked In:

Our Linked In groups periodically share articles of interest beyond the IAM news. If you come across something that you feel is worth sharing, please consider sharing it via one of our LinkedIn Groups.

- IAM USA: <https://www.linkedin.com/groups/8259429>
- The IAM Discussion Group: <https://www.linkedin.com/groups/965657/>
- IAM USA NxtGen Discussion Group: <https://www.linkedin.com/groups/8792401/>