



## **In the News for March 3, 2008**

### **LABOR MANAGEMENT COUNCIL HIGHLIGHTS**

**Notes from the February 13 voluntary meeting on teamwork are now available:**

It was clear from the comments made during the meeting that teamwork is highly valued and there is room for improvement in how we work together in CS. If you would like to have a copy of the notes, please stop by either of the Construction Services offices and pick one up – or contact any member of the LMC.

**March is the month for the Business & Finance Employee Satisfaction Survey.**

It's been 18 months since the last employee satisfaction survey. During that time, Construction Services has been working on initiatives for improvement in four survey categories: communication, climate, work load and supervisor.

Here are the initiatives listed in order of the estimated level of effort needed (highest to lowest). Before you take the survey, you might want to consider whether you have noticed any related improvements.

A-1--Build the Team

A-2--Improve the Material Ordering & Expediting System

A-3--Clear Standards, Clear Communication, Clear Consequences

B-1--Increase the rate of participation in the next (2008) B & F Employee Satisfaction Survey

C-1--Maintain an active, volunteer Labor Management Council charged with developing and monitoring initiatives that lead to positive change in Construction Services

C-2--Continue interactive, quarterly meetings of all CS employees

C-3--Increase the number of CS employees who receive information through *In The News*, the CS newsletter

C-4--Improve the quality of hires (new and promotional)

The survey will be conducted March 10 – 24. **Construction Services employees will have an opportunity to complete a pencil and paper version of this year's survey at a CS Quarterly Meeting on March 19.** The LMC has requested sample copies of the survey for posting the week before the meeting so that people can take a look at the questions in advance. The LMC has asked the BFES survey committee to send someone to the March 19 meeting to collect the completed surveys and deliver them directly to those who will be entering the responses into the computer.

**The LMC wants to hear from you.** The next LMC meeting is scheduled for Wednesday, March 5. If you have questions that might be of broad interest to CS employees or suggestions for improvement,

please let any LMC member know about them. Questions are reviewed by the LMC, forwarded to the director, and answered at CS general meetings and in the "Ask the Director" column in *In The News*.

Submitted by the Labor Management Council: **Steven Bird, Dave Clark, Mike Cobb, Mike Gaubatz, Rich Gross, and Jim Hadden**; consultant/facilitator: **Bernadette Malinoski**

## **2008 B&F EMPLOYEE SATISFACTION SURVEY-Letter from Tim Slottow**

Dear Business & Finance Employee:

One of our goals in Business & Finance is to be the employer of choice for high-performing staff members and teams. And one of the ways we work towards that goal is to conduct Employee Satisfaction Surveys on a regular basis. We want to hear your thoughts about the work environment in your department or unit, and the surveys provide an easy and convenient way for you to tell us what's on your mind.

On that note, I'm very pleased to announce that our 2008 B&F-wide Employee Satisfaction Survey will be available for you to complete, either online or via a paper copy, March 10 to 24, 2008. I want to assure you that your responses will, as always, be completely anonymous, so please be candid and forthright when completing the survey.

The B&F Employee Satisfaction Survey Committee is again working with the CFI Group, an internationally recognized survey firm, to produce and administer this year's survey. Among other things, CFI will be tabulating and interpreting results, preparing trend information and presentations, and, of course, ensuring that all data is handled confidentially.

The survey will not only let us gather your feedback on what it's like to work in B&F, but also, and just as importantly, will enable us to see how our results from the 2008 survey compare to the previous surveys, which were conducted in 2005 and again in 2006. One of the things we always hope to see in the survey results is a positive trend in your satisfaction.

Your input is extremely important and will give us opportunities to celebrate accomplishments, as well as to identify or validate areas where we need continued focus. B&F Survey Liaisons from each department and unit will be introducing themselves to you in the next week or so to tell you more about the survey and to answer your questions.

I hope that you'll take 20 to 30 minutes to complete the 2008 B&F Employee Satisfaction Survey when it becomes available on March 10. Your participation will help us achieve our vision of being a high-performance organization. Please watch for details about completing the survey in upcoming e-mails from the B&F Employee Satisfaction Survey Committee. Thank you for taking the time to complete the survey and for what you do to "Make Blue Go".

Timothy P. Slottow  
Executive Vice President & Chief Financial Officer

## **CONSTRUCTION SERVICES UPDATE**

In the September 24th edition of *In The News* we provided updates on the initiatives developed by the Labor Management Council to improve employee satisfaction in Construction Services. These are very important efforts, but they are not the only areas for improvement currently being addressed by people in our department. We thought it would be a good idea to inform everyone about the other efforts being undertaken to improve the services that we provide.

Here is a summary of some of the areas we are working on:

**SAFETY**—Construction Services has a very active safety committee. The department safety team meets monthly to look for areas where we can improve safety on our job sites. In addition to the monthly meeting many of the CS safety team members are also members of other Plant Operations cross functional safety which are looking at areas such as “Training and Education”, “Health and Wellness”, “Safety Activities and Suggestions”, “Planning, Design and Implementation”, & “Inspection and Audit”.

**DIVERSITY**—This team looks at areas to improve diversity awareness in Plant Operations. They organize and sponsor monthly brown bag lunch topics and work with the B & F Diversity team to sponsor the MLK Day Convocation. Our current representative on this team, Bill Love, has been nominated to serve on the B & F Diversity team and we are currently looking for a replacement for him on this team.

**PRODUCTIVITY**—One of the issues outlined in the Construction Services “Stellar Performance” document that was reviewed in our last quarterly meeting was “Productivity”. Mike Gaubatz, Wayne Zdrojkowski, and Rick Eathorne are working together to look for improvements in how we assign and set up our set up our projects as well as the organizational structure of our group.

**CUSTOMER SATISFACTION**—Another area of “Stellar Performance” is Customer Satisfaction. Bill Welch and Terry Johnson will be heading up this effort for the department.

**WORK REQUEST SURVEY’S**-The senior managers developed a customer survey about two years ago, but were asked to hold off its implementation. We have been given the green light to kick off this survey and have developed an on line survey which we can send to customers when their work request has been completed. This survey will seek information on the quality of our work, our communication, our flexibility, the productivity of our workers, and our ability to complete work on schedule. This survey will seek responses from 50% of our projects greater than \$20,000 and 10% of the projects less than \$20,000. After we have this up and running we are considering expanding it to survey our customers who have had estimates performed for them as well as a survey of customers who have had very minor work requests performed.

**ESTIMATING**—We are entering an exciting era in estimating in Construction Services. In late 2007 our department purchased an estimating software product to help improve our estimating process. The estimators and several other managers in the department have taken the required training to learn how to use the program and we are very close to performing our first estimate. We hope to be fully converted to this program by mid-year. In addition to the software improvements our estimators are participating in a Plant Operations LEAN process improvement to the estimating process. This process improvement team is looking at making improvements (using the LEAN process improvement practices) to the entire estimating process; from receipt of the estimate request to the sending of the estimate back to the customer. This will really help improve this area which was identified by our customers as requiring improvement.

**LMC**-The Construction Services Labor Management Council is going strong and has proven to be a very important asset to our department. The LMC provides bi-weekly communications *In The News*, establishes agenda for the quarterly CS meetings, acts as liaisons in the B & F Employee Survey being conducted this month, and most importantly is providing the leadership to oversee the efforts being made to address the initiatives developed to improve employee satisfaction in our department.

**HOSPITAL PROCESS IMPROVEMENT TEAM**—In the fall of 2006 a team of Construction Services managers sat down with a group of managers from the Hospital Capital Construction Department and jointly developed a set of work rules for both departments to follow. The goal of this process improvement team was to improve the renovation projects being performed by Construction Services. We have been using this document as our cornerstone for the past year in the hospital and are getting ready to reconvene the group to address some of the rough areas which have developed since its original implementation.

Please let us know if you have any questions on these activities in our March 19<sup>th</sup> meeting.

# HEALTHY NEWS FROM GREG LAMBERT

## FREE HEART HEALTH SCREENING CLINICS

The **2008 Heart Health Screenings** began **Tuesday, February 19, 2008**. (See attached flyer with listings for times and dates!

**Free \$15 Target gift card for all participants who complete the Health Risk Appraisal (HRA) and Heart Health Screening!**

### **The Heart Health Screening will include:**

- Health Risk Appraisal (HRA)
- Blood Pressure Testing
- Cholesterol
- Glucose (sugar) Testing
- PSA (Prostate Specific Antigen) – Men only
- Colon Cancer Testing Kit
- Counseling

**Totally free, confidential and optional.** The Heart Health Screenings will be offered to all Facilities and Operations staff on various dates beginning February 19 and continue through April 2008. Best of all, you can participate conveniently and during working hours.

### **Here's how the Program works:**

- Any F & O staff person is welcome to participate. There is no cost to the employee.
- **The screenings are available by appointment only.** To schedule, you just call (734) 975-3061.
- Employees are expected to clear their appointment time with their supervisors.
- Work Request Number provided below for your convenience!  
**Work Request Number: UMEDICAL – 2008 Work Code: HHSC**
- The medical information that you share and receive during your appointment remains **strictly confidential.**

### **Here's what the visit is like:**

- First, you fill out a brief health risk appraisal, and then meet with a tech who will measure heart rate and blood pressure. A couple drops of blood will be taken from a finger and analyzed immediately for: total cholesterol level; HDL and LDL cholesterol levels; cholesterol ratio; triglyceride level; glucose (blood sugar) level.
- Next, you meet with a clinician in a private area. Your lab test results and personal health history will be analyzed and reviewed with you. The clinician may offer additional information or recommendations for further health care or education. Use this consultation as an opportunity to ask any questions you may have about your health! A copy of your test results and health recommendations will be given to you.
- The only "costs" are just taking a few minutes to fill out a short personal/family health history questionnaire; **fasting for a short time** before your appointment and getting a quick finger-stick.

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- The **PSA or Prostate Specific Antigen test** is a simple blood test to measure how much PSA a man has in this bloodstream at a given time. The American Cancer Society guidelines recommend an annual PSA test for all men beginning at age 50. Please call (734) 975-3061 today to schedule your appointment. See attached flyer for dates, locations and times!
- **Colon Cancer Screening tests (ColoCARE)** can find colon cancer in its earlier stages when 90% of the cases can be cured, but too many people skip the tests, thinking they're time consuming or wrongly thinking they're likely to be painful. Good news!! A new test

(ColoCARE Test Kit) has been developed that checks for hidden blood in the stool, an early warning signal of colorectal disease such as bleeding ulcers or hemorrhoids, diverticulitis, colitis, or colorectal cancer. To get your self test ColoCARE kit, please call (734) 975-3061 or email [mfitatwork@med.umich.edu](mailto:mfitatwork@med.umich.edu).

Call today to schedule your heart health screening at (734) 975-3061. Feel free to email me at [glamb@umich.edu](mailto:glamb@umich.edu) or call 647-4796 if you have concerns or questions.

**Take control of your health today!**

### **EXERCISE AT THE SPORTS COLISEUM FOR FREE**

**Location:** Sports Coliseum, corner of Hill and Fifth streets. **3:15–6 PM; Monday-Friday**

**Requirement:** Bring University MCard for identification purposes – No need to pre-register or “join!”

**Free Parking** in the Elbel field parking lot

Certified CPR-AED professional on staff during hours of operation.

#### **What’s available:**

- Cybex multi-station weight lifting unit (awesome).
- Free weights – bench and leg press.
- Ping pong tables
- Volleyball (equipment provided)
- Huge gymnasium with rubberized floor for shooting basketballs and excellent for walking.
- Kick ball & soccer (equipment provided)
- 3 treadmills
- 2 elliptical units
- 1 stationary bike
- Body sculpting, stretching and yoga classes
- Personal training
- Unfortunately no showers or lockers are available at this time.

Remember, the Sports Coliseum will be open to all Facilities and Operations employees through April 2008! Share the good news! And remember, just ten minutes of exercise is good for your heart!

### **MORE HEALTH NEWS FROM “MICHIGAN HEALTHY COMMUNITIES”**

**Become a Heart Walk Team Captain-**<http://www.med.umich.edu/mfit/mhci/wellnesschampions/pdfs/heartwalk.pdf>

Support the fight against heart disease and stroke by participating in the American Heart Association Heart Walk, scheduled for Saturday, May 3. If you wish to “captain” a team within the University, go to [www.americanheart.org](http://www.americanheart.org) or call (734) 936-5340.

**Sign Up for the Almost 5K Walk/Run** <http://www.med.umich.edu/mfit/employee/pdfs/almost5k08.pdf>

Burn some calories and help support a great cause by participating in the Almost 5K Run/Walk, April 19, beginning at 9 a.m. The walk/run begins and ends at the Central Campus Rec. Building (CCRB) and all proceeds go to the Coaches' Cancer Fund (through the U-M Cancer Center). For more information or to register, go to [www.recsports.umich.edu](http://www.recsports.umich.edu) or call (734) 975-3056 or (734) 936-0602.

## **BASKETBALL PARKING UPDATE**

Due to stadium construction taking sections of the south campus parking lots Athletics is asking that we move all Plant Operations vehicles to allow adequate parking for home basketball games. Please continue to park ALL loaded/equipped University vehicles in the bullpen or behind the Plant building in the Transportation/fueling station lot. We have also received permission to use the Mail Services lot as an overflow. The south end of this lot, closest end to Plant, should be used for vans and full size trucks with minimal theft interests, small pickups, and sedans. If the fenced parking areas are full, full size vans/trucks may be parked in the Mail Services lot.

If you are on call and come in to park your personal vehicle and then access your University vehicle, tell the parking attendants that you are with Plant Operations responding to an emergency call . When parking your vehicles in the bullpen (SC8), please be sure that they are not preventing the gate from swinging closed.

The bullpen gate will be locked! If you need to access your work vehicle, your Plant key should work. If you have a problem with it POCC has a key. If you unlock it lock it back up!! If you find it unlocked, please lock it.

## **HAVE YOU MOVED OR CHANGED TELEPHONE NUMBERS**

Have you moved recently, changed your home or cell phone number or changed your emergency contact information? If so please contact **Sue Nylen** or **Jeanette Craft** and update your personal information cards.

## **RECEIVE “IN THE NEWS” ELECTRONICALLY**

Construction Services personnel who would like to receive In The News as an email attachment should email Paul Guttman at [pguttman@umich.edu](mailto:pguttman@umich.edu) and you will be added to the distribution list.

## **“IN THE NEWS” IS ON THE WEB**

Current and past issues of in the news are available on the web on the Construction Services home page. If you have missed back issues go to the site and check them out. Our home page is <http://www.plant.bf.umich.edu/construction> and the link to the newsletter is currently in the lower left hand corner.

Please let us know if you have anything for the March 17<sup>th</sup> edition of “In The News”



# **MANDATORY**

## **Construction Services Meeting**

**Campus Safety Services Building**

**Kipke Conference Center, second floor conference room**

**March 19, 2008**

**1:45 pm to 3:15 pm**

### ***Agenda items:***

- ❖ *Annual HIPAA Compliance***
- ❖ *Business & Finance Employee Satisfaction Survey***
- ❖ *Announcements & Updates***

**SHOPMEETS—2008**

**Phase-Shop Number**

**Work Code-MEET**

# 2008 Heart Health Screening

For all UM Facilities & Operations employees



## Screening can include:

- Health Risk Appraisal (HRA)
- Blood Pressure
- Cholesterol\*
- Glucose (sugar)
- Counseling
- PSA Testing
- Colon Cancer Testing Kit

\*Non-fasting options are available. If you would like to get all of the glucose and cholesterol values, please avoid eating and drinking except for water for 10 hours before your appointment.

**FREE \$15 Target Gift Card** for all Participants who complete the HRA!

### DATES, TIMES & LOCATIONS

3231 Baxter Road, Bldg B, Williams Conference Room on Tues., February 19<sup>th</sup> from 8:00AM – 11:00AM

OSEH Conference Room on Wednesday, Feb. 20<sup>th</sup> from 7:00AM – 11:00AM

Sports Coliseum at 721 S. Fifth Avenue on Thursday, February 28<sup>th</sup> from 11:00AM – 5:00PM

Campus Safety Services Building on Monday, March 3<sup>rd</sup> from 9:00AM – 2:00PM

Hoover Road, Model Conference Room on Tuesday, March 4<sup>th</sup> from 6:00AM – 10:00AM

UMHS Hospital, B-2 C205 on Wednesday, March 5<sup>th</sup> from 7:00AM – 11:00AM

109 Madison Avenue, 1<sup>st</sup> Floor Conference Room on Tuesday, March 11<sup>th</sup> from 5:00AM – 12:00PM

Grounds and Waste on Draper Road on Friday, March 14<sup>th</sup> from 7:00AM – 12:00PM

Construction Services Conference Room on Tuesday, March 18<sup>th</sup> from 9:00AM – 1:00PM

Campus Safety Services Building on Thursday, March 20<sup>th</sup> from 7:00AM – 12:00PM

**Call for your appointment TODAY at (734) 975-3061** (dial all 7 digits)

or email MFit at [mfitatwork@med.umich.edu](mailto:mfitatwork@med.umich.edu) Some walk-in appointments may be available.

Use the following work request number: **UMEDICAL – 2008 workcode: HHSC phase: Shop Number**