Employee Appreciation Well Received

The Seven Habits Ambassadors, in conjunction with the Custodial Communication Team and the Warehouse Team, responded to the recent B&F employee survey results which revealed that employee recognition was a concern for many. The Ambassadors reestablished the Plant Building Services’ Employee Appreciation Week, including sending flyers to clients who were encouraged to express their appreciation to their custodians. Employees within each of the five Units were treated to a celebration including lunch, games, social activities, door prizes, and expressions of appreciation offered by Building Facilitators, Area Managers, and Supervisors.

Special words of appreciation were offered by John Williams, Executive Producer and Associate Director of the Duderstadt Center, Rich Robben, Director of Plant Operations, and the Building Services’ Management Team. Rich Robben encouraged the employees by reminding them that when a discovery is made in a lab or when ideas are generated in the classroom, which may ultimately prove to be the beginnings of a major breakthrough or even a Nobel prize winner, that custodians have a part in that discovery or new concept by providing a clean and optimal environment for research and instruction.

Employee Appreciation Week was well received by the custodians because it set aside a special time for clients and Plant management to express their appreciation for all that the employees do and the many ways they contribute to the mission of the University.

By David Judge,
Building Services

2005 Conference and Trade Show - A Real Success!

This year’s Conference and Trade Show, sponsored by Plant Building Services, had as its theme, “Turning Market Challenges Into Success.” The featured keynote speaker for this two day event, was E. Lander Medlin, Executive Vice-President of APPA. Lander addressed the Plant Management Team and guests with a relevant and timely message regarding customer service and client relationships. Her theme developed as she discussed ways to serve your clients with your head, your hands, and your heart.

In addition, the conference included many insightful workshops including: Pest Management IPM by Larry Swain, Smart Facilities by Tim Gibelyou, Managing The West Nile Virus by Mel Poplar, Renovation of Existing Facilities by Paul Guttman, Safe Use of Chemicals by Dr. Brian Hughes, Facility Assessment by Mike Bowen, Custodial Management by Alan Bigger, Landscape Management by John Lawter and Ken Rapp, Emerald Ash Borer by Tim Rose, and Hiring Practices and Diversity by Bernadette Waters.

Continued on Pg. 3.
Finding Purpose In Our Work

July 19, 2005

Summer is upon us, and this is as good a time as any to pause and reflect on finding purpose and meaning in our work. Why are we here? What purpose does Plant Operations serve at the University and most importantly what is my role and purpose at the University? I am reminded of a story I heard once about a management team that was trying to put together a mission statement for their company. They were asked “What is the purpose of your company?” They never answered the question instead they focused on developing words and phrases that would sound appealing to their stakeholders. They spent hours word-smithing phrases like “world class organization,” “our employees are our most valuable asset,” and “maximizing profitability.” Later in the day, the president came in and said “let me bottom line this, our purpose is to increase revenue 15% and we have 11 months to do it.”

We all look for meaning and purpose in our work, yet the reality of bottom-line pressure often seems to take precedence over company meaning or purpose. Is there more to work than earning a paycheck or the bottom line? The answer is yes, but we need to look at ourselves in the mirror and honestly ask ourselves “What purpose do I serve?”

We all want to be successful. We all have an intrinsic desire to contribute, add value, and connect with others in some meaningful endeavor. For many people, work fills that requirement. For others, work is merely a vehicle to some other purpose. You may recall the stonemason story we spoke about when we were rolling out the Vision 2005 Strategic Plan. Whether you are the career person, the craftsman, or the cathedral builder, it is important for you to find your purpose in Plant Operations and to carry it through to your daily activities. For me, I view our work as creating the environment that promotes learning, supports new discoveries, and finally helps to heal our fellow people, which leads to bettering the human condition. Each time a disease is cured, an advance in science is discovered, or an original concept is developed we have all had a part in it by setting the stage for it to occur.

We all have a purpose to serve in the grand scheme; we are all valued and needed.
Colette Donner Named Manager of the Quarter

Congratulations to Colette Donner for being acknowledged as Manager of the Quarter for January, February, and March of 2005!

Colette:
- Worked hard to raise her area to a higher standard.
- Saved the department money by efficient time management.
- Covered her Unit (fielding all calls and meeting with customers addressing issues and concerns) while her Area Manager was away.
- Worked with the Customer Response Team assigning tasks and processing their work requests.
- Has demonstrated a strong work ethic and an unsurpassed dedication to Plant Building Services.
- Has been a great team player, available to cover for others when needed.

Her contributions have benefited the entire department and the University of Michigan. Congratulations for a job well done!

Thanks Colette for always “Going the Distance to Make a Difference!”

By JoAnn Brummett,
Building Services

2005 Conference and Trade Show - A Real Success!
(Continued from Pg. 1)

The Trade Show featured a wide variety of vendors and the representatives were very helpful in answering questions and discussing solutions to problems and issues that are encountered in the workplace. The Trade Show was concluded with a banquet style dinner and a lovely Fashion Show which demonstrated how to dress professionally and with style.

By Tanisha McClinton,
Building Services

Clockwise: Vendors display their goods; Mr. Norman test drives new equipment; The “Dress for Success” Fashion Show ends the two-day event.

Photos by Tanisha McClinton and Eric Ogden
The Changing Face of Labor

September 5, 2005 will mark the 123rd observance of the Labor Day holiday, which was conceived by America’s Labor Unions in 1882. It grew out of an effort to honor the working class. In 1884, President Grover Cleveland signed a bill making Labor Day a National Holiday, and it has evolved from a labor union celebration to a national vacation day marking the end-of-summer.

At one time, Labor Day was a male-oriented day, rewarding the male-dominated working force. The Knights of Labor, established in 1869, was the first large-scale national labor federation in the U.S. In 1881, the Knights of Labor voted to admit women. The advent of the Second World War in the 1940’s saw a drastic change in the working population in the U.S. as “Rosie the Riveter” appeared on the scene. As men went off to war, women were pulled from traditional female jobs and homemaking to perform the crucial job of making products for the war. At the height of the war, it is estimated that the female workforce consisted of 15 million workers. It took a war to put women into the “real” Labor Day parade. This was one of the first true gender movements for tradeswomen.

Women currently make up 47% of the workforce. People of color currently represent 16% of the workforce and are expected to surpass 20% by 2020. By 2008, 70% of the new work force will be women, people of color, and immigrants. These statistics indicate an increasingly diverse workforce.

Labor Day is the only holiday that has come into being not resulting from a war or battle or named after a famous person, place, or location. Labor Day is truly the only holiday that represents the diverse spectrum of all people.

“BUSINESS SURVIVAL MEANS EMBRACING DIVERSITY.”

By Betty Alberts,
Plant Administration

Statistics: Hudson Institute

PLANT OPERATIONS

New Blood Donors Set Record!

Six first time blood donors turned out for the Plant Operations June blood drive, which marks the largest number of first time donors for one blood drive in Plant Operations history! Welcome to all our new donors and we look forward to your participation in the future.

Thank you to everyone who participated in the June Plant Operations blood drive. The Red Cross staff collected 28 pints of life saving blood giving 84 patients a chance to regain their health.

Let’s break another record! Mark your calendar for the next blood drive on Tuesday, October 25, 2005, in the Student Theatre Complex.

By Betty Alberts,
Plant Operations Red Cross Representative

Plant Operations Call Center Welcomes New Employee

Ayana Hister joined the POCC on May 22, 2005. She was already familiar with the University, having worked for Michigan Visiting Nurses as a medical biller. Prior to that position, Ayana worked in call centers at American Community Insurance and GMAC. She enjoys the call center environment, and especially interacting with people.

Ayana was born and raised in Westland, and continues to live there with her 5-year old son, Jordan. She has a Bachelor’s Degree in Health Services Administration from Davenport University in Dearborn. She would like to go back to school, possibly in nursing.

Jordan keeps Ayana busy, but she also enjoys reading and traveling. Ayana has traveled to Jamaica, the Cayman Islands, and Virginia Beach.

In lieu of including her picture, Ayana says to, “Stop by and say hi!”

By Lori Ramirez,
Work Control
Electrical Safety

Many of you are familiar with the National Electric Code NFPA 70. It is the minimum standard for the installation of electrical equipment. In the next few years, you will become equally familiar with NFPA 70 E, the National Electric Safety Code. This is the minimum standard for safety in the work place as it relates to electrical construction and maintenance. The key to compliance of NFPA 70 E is awareness and education. Things like Lock-Out Tag-Out, PPE (Personal Protective Equipment), training, proficiency in the use of electrical testing equipment, and familiarity with the hazards associated with the equipment you are working on is a large part of compliance.

In 2004, a new code section was added to NFPA 70 E that addressed Arc Flash. The article was written to help protect employees that are working on or near electrical equipment from arc flash burns. There are five levels of risk/hazard ranging from 0 to 4, with the most hazardous being 4. In the future, every panel and disconnect will identify the hazard level at every location. The OSEH Department, in conjunction with the Electrical Department, is developing minimum standards for dress that meet the intent of NFPA 70 E Chapter 3.

The included diagram will help you to understand what the new codes identify as a minimum standard for dress and PPE, when the simple task of resetting a circuit breaker is accomplished, and when a category 0 hazard has been identified.

Another key factor when resetting a circuit breaker or turning disconnects on or off, is to move your body and face off to the side of the panel and out of the blast area.

All of the required PPE and training are already provided by Plant Operations including long sleeve shirts, eye protection, gloves, and shoes. When working on or around electrical equipment, it is the responsibility of every mechanic, electrician, refrigeration mechanic, elevator mechanic, and technician to take advantage of the equipment and follow safety guidelines in order to increase protection and to be safe at all times.

By Jim Almashy, Facilities Maintenance

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Reuse and You!

This time of year, many departments and buildings on campus are having Green Clean Days. A “Green Clean Day” (GCD), as piloted by the Ross School of Business, is an opportunity for offices and departments within the University to clean and organize their office space in a sustainable way. During a GCD, the unwanted paper and containers are recycled, while the gently used treasures are gathered in a reuse room. From the reuse room, Waste Management Services will collect the various office supplies.

As a result of the many Green Clean Days that have taken place this spring/summer, Waste Management Services has made the reusable items available for other departments who wish to “shop” for office supplies. The collected supplies reduce waste and promote sustainability - all while saving the departments money!

If your office needs supplies ranging from paper clips to desk organizers, contact recycle@umich.edu to schedule a time to pick up some free office supplies, or just stop by Waste Management Services Monday-Friday 9:00-5:00.

By Lynne Chaimowitz, Grounds and Waste Management

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Photos by John Gleason and Eric Ogden
A New Feel, A Fresh Look

In February, Construction Services proceeded with a badly needed renovation in Ruthven Exhibit Museum. The under-utilized area was in need of electrical and mechanical upgrades. An overall increase of the exhibit area was also desired.

The radiator steam heating was reworked into a primarily forced air heat exchange system. New track lighting was installed that allows for the repositioning of lighting for exhibits. New flood lights allow for better visibility when installing, cleaning, and maintaining the exhibit area. Part of the wall was removed to reveal the existing window and let in natural light. The new air system was designed to bring in fresh air and provide heating, with the possibility of adding air conditioning in the future. The old tile was removed and new carpet was installed. These changes and additions created a more serene atmosphere to view the exhibits.

This project has brought much needed life into the exhibit area, which has not seen a renovation in many years. Construction Services hopes that all who take the time to visit Ruthven Museum will enjoy this improvement.

By Nathan Wilson,
Construction Services

GROUND S SERVICES

Irrigation Management Provides Savings

Grounds Services (GS) is improving the irrigation systems on campus. GS is half way though installing an irrigation management system called Maxicom. Construction Services and the GS Irrigation Crew began installing the system this spring. When complete, the system will control the 51 irrigation systems on campus. It is estimated that over 52 million gallons of water are currently used on campus each year for landscape irrigation. Through better resource management, GS anticipates an annual water savings of 38% or approximately 20 million gallons. Proper water management also leads to better plant and turf health, which can reduce chemical usage for disease control.

Currently, individual timers, which require trips to the site to make adjustments, control the irrigation systems. Maxicom utilizes a central computer located in the GS building on North Campus. This computer communicates with the on-site controllers through telephone and radio signals. Adjustments to any system on campus take place from the central computer. The system can also detect problems, such as breaks or leaks, and issue reports on needed maintenance. A weather station and remote rain gauges will also adjust the system to account for wind, rain, and evapotranspiration rates. Maxicom will help the UM Irrigation Crew keep the campus green while efficiently managing resources.

By Kenn Rapp and Rob Doletzky,
Grounds and Waste Management
Energy Conservation & Outreach Program Participates In Community Events

The Energy Conservation & Outreach Program (ECO) of Utilities & Plant Engineering participated in two recent community events – the Ann Arbor Green Fair and Top of the Park. Thousands of residents attended these events and were given the opportunity to learn more about the University’s efforts to encourage energy conservation and efficiency across campus.

The Ann Arbor Green Fair was held Friday, June 17 on Main Street, downtown Ann Arbor. Assisting with the distribution of information and answering questions on the U-M’s energy conservation and efficiency efforts were student interns Pierre Bull, Adriane Riesser, and Amin Tourki.

Top of the Park, part of the Ann Arbor Summer Festival, was held from June 17 to July 10. The ECO program sponsored two slides that were projected nightly on the movie screen prior to the evening’s movie. These slides promoted the ECO program and provided energy conservation tips.

By Stephen Kunselman,
Energy Management

U of M Light Poles Receive Numbers

Utilities Low Voltage (formerly Outside Lighting), Plant Engineering, and AEC have teamed up to create a Light Pole Identification System for the 3000 plus light poles on campus. The new system includes pedestrian, parking, and roadway lights. The campus is divided up into a grid system and the ID number has three components:

1. Grid Number
2. Pole type
3. Pole ID

The label also includes a University block M to help distinguish our poles from the City of Ann Arbor and Detroit Edison; these poles are often in close proximity to each other, sometimes only a few feet apart.

The labels are printed by our student help, Leslie Crowley, and installed by our EWOC crew Barb Ryan, Mary Payne and Frank Kaczmarek. They are all working hard to make the new Light Pole Identification System a success! The labels will help the Utilities Low Voltage crew, POCC, and the University community identify and maintain our campus lighting systems.

By David Lammers and Tenishia Bohl,
Utilities/Plant Engineering Electrical Maintenance
4 Roles of Leadership Training

This summer, 26 Plant Operations staff members participated in a 2-day seminar entitled “The 4 Roles of Leadership,” presented by Dr. Nancy Moore of the Franklin-Covey Company. This workshop, jointly sponsored by the Grounds and Waste Management department and Plant Academy, is designed to equip leaders with guiding principles and tools needed to thrive in a world that is increasingly characterized by constant change.

Beginning with Steven Covey’s premise that “most organizations are overmanaged and underled,” Dr. Moore contrasted management with leadership, emphasizing that while both are vital to an organization’s success, they are not the same and are to be used in tandem to achieve different aims.

Developing as a leader requires assuming 4 key roles:
- **Pathfinding**, deals with vital questions such as what are our values and purpose, how do we treat each other, and how do we get where we want to go.
- **Aligning** deals with understanding the parts of the system and how to align them to achieve our vision and strategy.
- **Empowering** considers how to create an environment where people can do their best work, and how to determine what level of authority and responsibility people should have, taking into consideration their skill level and the importance of the task.
- **Modeling** explores leadership issues such as taking responsibility, being trustworthy, and “walking the talk.”

In addition to learning these concepts, each participant was paired with a mentor, identified a real-life change initiative that they would commit to completing, and produced a brief “elevator speech” to sell their vision and gain support and commitment from others. We also learned how to develop “win-win agreements” with staff members as a framework for empowered performance planning.

Dr. Moore used a wide variety of examples from the business world to illustrate the concepts and provoke discussion. In the end, the workshop participants walked away with a better understanding of key leadership attributes, and real tools to put them into practice.

By Tom Sullivan, Plant Academy

PLANT PICNIC

A Day At Wiard’s Orchard

On the afternoon of Saturday, July 30th, Wiard’s Orchard hosted our annual Plant Picnic. We had a beautiful day, lots of fun with kids’ games, pony rides, face painting, hay rides, clowns, a DJ, and fire engine rides. In addition, the Plant Diversity Community Team provided croquet and bocce ball, along with fun facts regarding the history of these games. 861 Plant Operations employees (current and retired!) and their families attended.

Many thanks to the Picnic Team for another job well done! Members are Mary Diskin, Gail Estes, John Gleason, Fred Riecks, and Ed Shaedig. Hope to see everyone next year at the Plant Operations “Family” Picnic!

By John Gleason, Building Services
Healthy Greetings Everyone!

We had a great turnout at our 1st Annual 2005 Plant Operations Golfing for Charity Golf Scramble held Saturday, July 23rd! The weather was superb! A total of $925 was raised and will be donated to the Kellogg Eye Center!

Congratulations to all 14 teams who donated and participated in this initiative!

Congratulations to Ron Sweeney, team leader, Ken Malcolm, Tom Beranek, and Bob McMacken for a winning score of 60! Their prize includes a Gift Certificate for free golf for four players, 18 holes with cart, and the winning trophy!

Longest Putt: Tom Beranek
Longest Drive (Ladies): Mary Diskin
Longest Drive (Men): Mark Dresch
Closest to the pin (Ladies): Judy Witter
Closest to the pin (Men): Tom Beranek

By Greg Lambert, Wellness Coordinator
November 2005 Retirement Celebration Planned

The Plant Operations Retirement Celebration Planning Committee has scheduled the next celebration for Wednesday, November 2, 2005 at the Kipke Conference Center in the Campus Safety Services Building.

The upcoming retirement celebration will honor Plant Operations employees who have retired recently or will retire in the upcoming months. If you plan on retiring and would like to be honored at this celebration, please contact the Retirement Planning Committee representative for your area: Betty Alberts-Plant Administration; JoAnn Brummett-Building Services; Jeanette Craft-Construction Services; Gina Flowers-Facilities Maintenance; Lori Ramirez-Work Control; Dawn Schulz-Grounds & Waste Management; and Lisa Sheldon-Utilities & Plant Engineering.

Please mark your calendars for the November 2 Retirement Celebration and plan to attend to honor your co-workers in Plant Operations. A department-wide announcement will be made in October.

By Lisa Sheldon, Retirement Celebration Planning Committee