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PLANT OPERATIONS
June 2013 - August 2013

Construction Services
Mara Cooley
Dustin Gilbert
Matthew Wilson
Karen Souders
Facilities Maintenance
Russel McVeety, Jr.
Moving/Trucking
Farid Mashhood

The Regents of the University of Michigan
Mark J. Bernstein, Ann Arbor
Julia Donovan Darlow, Ann Arbor
Laurence B. Deitch, Bloomfield Hills
Shauna Ryder Diggs, Grosse Poinsete
Denise Ilitch, Bingham Farms
Andrea Fischer Newman, Ann Arbor
Andrew C. Richner, Grosse Poinsete Park
Katherine E. White, Ann Arbor
Mary Sue Coleman, ex officio

Editor-in-Chief: Anuja Mudali
Copy Editor: Samantha Brandt
Design & Layout: Gwen Frederickson
Website Coordinator: George Benson
Contact: Anuja Mudali at amudali@umich.edu
with any questions, comments or corrections.

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www.plantops.umich.edu/PlantExchange/

U-M Plant Operations
326 E. Hoover, Ann Arbor, MI 48109-1002
Telephone: (734) 763-9333
Fax: (734) 763-2590
Web: www.plantops.umich.edu/PlantExchange/

in memoriam

January 2013 - August 2013

Chris Bieske
Kim Lo
Kenneth Hargrove

retirements

(see article, page 4)

January 2013 - August 2013

William Nelson
Linda Bodine
Bryan Baughn
Rex Throne
Gary Miller
Greg Feight
Sandra Russell
Dana Russell
Dennis Devoe
Ruth Adamisen
Richard Sayre
Janis Catterall
Kevin B. John
Roger Walbrook
Humberto
Carillo-Gonzalez
James Galloway
William Verge
From the Desk of
Executive Director
Rich Robben

When you read this note the campus academic year will be back in full swing. With the campus bustling with activity, football season excitement resumed. All the activity of campus life drives home what makes this a great and exciting place to work. There is a real mission here at the University that the Plant Operations team is a crucial part of. We are here to support the cacophony of human activity of this campus experience whether in a classroom, on a football field, in a laboratory, library, or hospital emergency room.

Our Mission statement as included in our most recent strategic Plan Vision 2018 reads as follows:

We Make Blue Go!

Plant Operations, a member of the campus community, provides and sustains the physical environment for the University to achieve its goals of excellence in education, research and public service.

Plant Operations includes Construction Services, Facilities Maintenance, Planet Blue Operations Team, Plant Academy, Plant Administrative Services, Plant Building and Grounds Services, Plant Material and Moving Services, Utilities and Plant Engineering and Work Management.

This is both an incredibly important and massive job. It is one that Plant Operations has excelled at over the years and one that we are determined to excel at in the future. The challenge however is great, the forces arrayed against are formidable; Budget constraints, rising service demands, greater technology, competition, growing regulation and our own turnover due to honorable retirements at the end of notable careers.

Although daunting, these challenges are not insurmountable. We have the talents and skill, the tools and equipment and most of all the creativity and will to remain the best in the field. The key remains in our understanding that we must adapt to the changing conditions around us and use the technology and methodologies that will keep us a high performance team. Needless to say I urge the entire Plant team to remain engaged in the initiatives that we are pursuing or have implemented. Keep an eye on what can be done to improve our processes and techniques and finally maintain a willingness to experiment with new ideas.

One last note on dealing with customers, it serves no practical good for our customers or Plant for a worker to express negative views of our initiatives to our customers. A better approach is for the worker to express views at the many department meetings that we are holding so that management can deal with real problems, and dispel those issues that have been remedied.

So, Good Luck with the coming year, work safely and I hope to see you all out in that campus commotion.

Rich
Plant Operations had the privilege of honoring two retirees on August 13, 2013. Both of these retirees happen to come from Utilities & Plant Engineering. Together they have a combined total of 60 years of service to the University. Bill Verge (31 years of service) was the past Associate Director of Utilities & Plant Engineering and Roger “Wally” Walbrook (29 years of service) was a Senior Operating Engineer at the Central Power Plant. The celebration was held at the North Campus Research Center (NCRC) for the second time. This venue is ideal for Plant Operations as it has adequate seating for all the attendees.

Rich Robben, Executive Director, opened the celebration with welcoming words, introduced the retirees and thanked their families for “sharing” them with Plant Operations for these many years. Following the welcome, retirees were honored with a few words by members of their department. Retiree, Bill Verge, chose to speak also and thanked the University and his co-workers for a good experience.

Throughout the celebration, the guests enjoyed refreshments and had the opportunity to chat with and congratulate their retiring co-workers.

Please watch for more information as the February celebration date draws near. If you are planning to retire, we would like to encourage you to participate in the next Plant Operations Retirement Celebration. Please contact the committee member for your area (please see the committee list below) and allow Plant Operations and your co-workers to celebrate your accomplishment!

Retirement Celebration Committee by department: Team leader, Julie Ashley, Facilities Maintenance; Plant Building & Grounds Services- Tammy Johnson; Construction Services-Sue Nylan; Facilities Maintenance-Gina Flowers; Plant Administration-Betty Alberts (continuing to participate on the Planning Committee after retirement); Utilities & Plant Engineering-Ron Crawford; and Work Management-Von Hardesty.
Update

By Julie Nelson

Get fit for life! Take advantage of fall specials from MHealthy.

If you want to climb the stairs without feeling winded, we can help. If you want to put the spring back in your step, we can help. Whatever your goals, being fit will help you reach them. Our knowledgeable staff is ready to help make your fitness experience successful. Act now to save money with our limited time special offers good until October 31, 2013:

- One FREE month MHealthy Fitness Center membership with purchase of 3-, 6-, or 12-month membership.
- One FREE personal training session with purchase of a package of six or more personal training sessions. (Does not apply to group sessions.)

Save even more money with group personal training for up to four people. Personal training sessions may be scheduled at any RecSports location or the MHealthy Fitness Center at the Ann Arbor Ice Cube. Payroll deduction and discounts are available for U-M employees. For more information, call: 734-998-8700 or click on the current specials icon at: http://hr.umich.edu/mhealthy/programs/activity/icecube.html

“Home Run” Challenge

By Craig Kotajarvi

The “Home Run Challenge” was a targeted intervention facilitated by MHealthy. This intervention was only available to Plant Operation employees. Participants had to take measurements (height, weight, waist circumference) at the beginning and end of the eight week program. Everyone who participated received a physical activity “tracking” sheet. The goal was for people to record their minutes of physical activity every day over the eight week period. It was a similar program to the MHealthy “Active U” program. Participants who successfully logged being physically active 3 days a week for at least 90 minutes a week and turned in their tracking sheet at the end of the eight week program were in a drawing for three prizes. One prize was for the Tiger Tickets, the second was for a Tiger T-shirt, and third prize winners won an MHealthy luncheon. Utilities and Plant Engineering employee, Zoe Stevens, was the lucky winner of the Tiger game tickets.
DIVERSITY LEADERSHIP AWARD WINNERS WALK THE TALK

By Terry Burmeister, Jr. and Respect and Inclusion Resource Team

All Plant employees should strive to actively practice diversity and inclusion in all aspects of their daily work routine. The Respect & Inclusion Resource Team (RIRT), with the support of the Executive Director and the Plant Operations Lead Team, recognizes individuals and work groups/teams biannually with the Diversity Leadership Award.

Since the inception of the Diversity Leadership Award, two have been presented at the Management Forum. The first award was presented to the custodial group working at the Chemistry Building: Natasa Baka, Charisse Black, Olivia Ceperov, Zina Copeland, Thomas Crawford, Yolanda Goodwin, Jennifer Miller, Wayne Miner, Donna Robinson, Michelle Robinson, Lamont Smith, Zvezdana Stankovic. This group demonstrates great pride in their work and in their passion for recognizing their team’s diversity. They are very caring and compassionate for their co-workers and the people who surround them.

The latest Diversity Leadership Award was presented to Tom Sullivan. Tom also has demonstrated a passion for diversity and inclusion through his work with the trades and the apprenticeship program. The Diversity Leadership Award winners have all demonstrated the desire to value diversity as a high priority in their everyday life.

Consumed with the hustle of our day-to-day issues, it can be easy to overlook the importance of considering others’ feelings and unique point-of-view. We may not always remember that each of us wish for the same thing: to be respected and appreciated for who we are as individuals. Incorporating diversity in your day-to-day life can sometimes be as simple as saying “good morning” or asking, “How is your day?”

In closing, it would be beneficial for all of us to acknowledge that diversity is not just an abstract idea, but a positive tool that, with practice and effort, can be used to everyone’s benefit every day. The duty of everyone is to try to break down barriers and forge friendships with others who are different from us. We hope all of Plant Operations will be involved in thinking of an individual or group in Plant that demonstrates diversity, respect, and inclusion and nominate them for this wonderful award. Let us continue to strengthen and build bridges for a better work environment and society. Our future and future generations depend on it!
Utilities & Plant Engineering

In the past two years, the Bell Pool locker room showers began having problems getting hot water. A section of the hot water pipe in the men’s shower room was removed and found to be completely plugged with calcium buildup. The piping was originally installed in 1947. It was assumed that all the pipes were in the same condition. A decision was made by Plant Engineering to seek funding for a complete replacement. Last year $200,000 was approved to replace all the hot water piping and cold water piping that had not been previously replaced. There were issues with leakage of cold water into the hot water through the shower valves, so all 27 of these were replaced. The lavatory faucets and toilet flush valves were replaced as well. Much of the piping in the locker rooms was above plaster ceilings. The ceiling had to be broken out, replaced and repainted. All the new piping was also insulated.

When work commenced, the crew discovered that 200 feet of main hot water pipe that was believed to be new pipe was actually old pipe that was severely restricted with calcium build up and had to be also replaced. The crew also discovered that three of the men’s toilet drains were rusted and leaking at the floor line. The project was expanded to bust the concrete and replace the drains.

The pool is in operation year round except for a 1 week shutdown in August. The facility agreed to use the gym locker rooms from the middle of July to the end of August to allow the pool locker rooms to be shut down to do the work. Despite the additional work, our crew was able to finish all the work under budget with two weeks to spare.

CCRB BELL POOL LOCKER ROOM WATER PIPING REPLACEMENT

By Kim Borregard

The Plant crew in charge of pipe replacement project:
Front row, left to right;
Charlie Richardson, Asset Supervisor
Mike Cobb, Mason
Mark Flaugher, Planner
Ed Schaedig, Project Coordinator
Back row, left to right;
D.J. Ollila, Goyette Plumber
Wes Vermeylen, Goyette Plumber
Dennis Hartman, Plumbing Shop Plumber
Missing from photo;
Joe Blackburn, Insulator
Chuck Keilman, Insulator
Roland Kremkusl, Insulator
Gordon Collett, Electrician
Bob Mason, Sheet Metal
Robert Connin, Sheet Metal
STRATEGIC THINKING BY THE CENTRAL PIPEFITTING SHOP

By Aerik La Fave

The Central Pipefitting Shop is constantly seeking improvement in internal work practices to provide long-term cost savings while meeting customer expectations and leveraging the advantages of the planned and scheduled environment. One paradigm that provides this is the minimization of current and future labor expenditures is forward-thinking additions that make the current work run more smoothly and provide for ease of maintenance “down the road”. The recent work done on two Hot Water Heating heat exchangers (HWH HX) at the Life Sciences Institute exemplifies this thinking and practice. The central pipefitting shop was assigned this urgent work as the “summer” HX head was leaking and one of the other two HX heads was leaking. The one remaining HX was the Winter use HX that had a larger steam control valve designed to be used when steam demand to the HX was more substantial. Using this Winter HX at other times causes the steam control valve to almost close and the passage of steam through the almost closed valve can damage the control valve (“steam cutting”). Drain lines were not provided during the installation of these HX’ers and no means of removing the HX heads were provided for this, fairly common, HX failure mode. The pipefitting shop arranged for the addition of drain lines and for the addition of an I-beam above the HX’ers. These additions drastically reduced current labor expenditures and they added a measure of safety to the work performed on these components. Best of all, these additions will be available for the life of these HX’ers to simplify and increase safety during future preventive and corrective maintenance.

CENTRAL CAMPUS WEST REGION - Our First Anniversary

By Steve Brabbs, Region Manager

On October 22, 2012 the last two Facilities Maintenance Regions were launched; Central Campus West (CCW) and South Campus (SO). CCW takes care of the maintenance needs of the southern and and western area of Central Campus. We serve the Libraries, Museums and a number of LS&A facilities of central campus, the Ross School of Business, Law School and the Institute for Social Research among our key stakeholders. We also provide elevator, life safety systems and refrigeration maintenance services to a large number of Housing facilities including East, West, and South Quads, Lawyer’s Club, Martha Cook and more.

Our group starts our day in the lower level of Tisch Hall. We are comprised of 10 Maintenance Mechanics, 22 Skilled Trades, Administrative Assistant Molly Dicken, Kitter Jim Henderson, and Asset Supervisors Sam Hess, Joe Fowler and Ralph Rose, (Ralph is serving as an interim while we fill a vacancy in our management ranks). To foster partnerships, we welcome any and all in Plant Operations to stop in, see our space and get acquainted with our area and group.

We have learned a great deal about our new business processes since launching and have come a long way in our ability to manage our work. Asset Supervisors do a
commendable job of daily triaging new work, estimating the time to complete, and assigning to the appropriate classification. Schedulers align the work to the staff, who follow up and complete orders, now entering excellent notes and recommendations. This allows our engineers, management and customers to understand our building systems better, monitor progress, and establish a detailed history of buildings needs and costs. Much of this information should lead to improved project and construction methods in the future.

All of our staff demonstrate a high level of ownership in the work they do. We have a craft group that works well with the asset supervisors, customers, engineers, planners, schedulers, and especially each other, seeing challenges through to completion. Our changes in how work gets scheduled and coordinated is substantial, and having staff who are willing to work with the system rather than against it has gone a long way in the successful delivery of maintenance services.

We have had a PM completion rate of over 92% since we launched in October and routinely have weekly schedule compliance rates near or over the 90% range. Our “turnaround time” rivals other regions. Nonetheless, we have a ways to go before we get to the level of performance we aspire. We continue to improve the processes coming up with creative ways to identify, triage and order materials shortening the turnaround time on jobs. We have had a successful first year, primarily because of the hard work and dedication of our Region’s mechanics and trades. As with all Regions, we have had our share of challenges to address in our first year;

- Educating ourselves and customers about new processes and expectations.
- Having a management team, whose members used to be responsible for a smaller range of services, learn new systems in order to assume responsibility for the full gamut of maintenance services—chillers, generators and drives, elevators, fire systems, and more;
- Learning to “get the kinks out” and steadily improve our own handling of work orders, while learning to make better use of computer technology and our work order system.

Since our launch we have also had substantial major construction activity in our midst, including the Law School and ISR while occupied, as well as East Quad, South Quad and Martha Cook. All of these projects, as well as the recently announced Munger Residences and upcoming West Quad renovation, make for a dynamic project support landscape, as well as growth, with new systems coming online that we will be tasked to maintain.

We look forward to the future and steadily improving our ability to use the new system while also improving the reliability and condition of the facilities we serve.
From on-the-job training to job interviews to national exams for credentialing, today's workplace is inclined to make sure that employees are grasping the skills and knowledge necessary for success through various forms of demonstration or testing.

For many adults, it has been years since they were in school and so the anticipation of “proving” knowledge and skill in a formal situation can stir various memories and feelings. Nervous feelings, or wanting to avoid the challenge ahead, can be managed by most adults with a few good habits.

Helpful strategies are different for people. Therefore, it is important to know your own habits and seek good tips for your situation such as procrastination, distraction or very low motivation. Books and internet resources are widely for ideas to choose from and discovering the ones that work best for your temperament and style. There is no doubt that preparation and practice are recipes for success when you apply the time and effort.

Personal awareness of your thinking pattern can be very important to overcoming anxiety about being tested on paper, computer or demonstrating a work skill in front of others. Are you talking positively or negatively to yourself? Are you able to visualize yourself in the test situation and “see” it going well? Tips for positive thinking and visualization are also widely available through your own book or computer search. Acknowledge that you have done, and will do, your best. Finally, are you willing and able to ask for help such as explaining something difficult, showing or practicing with you, or observing with honest feedback?

During a demonstration, your practice, positive thinking and a few deep breaths will be very useful. During a written test on paper or computer, good habits include:
• reading directions carefully
• budgeting your time for the amount of questions
• changing positions to help you relax
• skipping a question if you draw a blank and moving to the next.

And remember that there is no reward in being the first to finish—so ignore the fact that others may complete ahead of you.

Some employees may find it useful to seek brief, professional assistance to approach a high-stakes test situation when anxiety is does not improve with self-guided preparation. The University of Michigan Staff Assistance Program (FASAP) is available for confidential and free appointments to support success in the workplace. Call (734) 936-8660.

As adults, most of us can expect some anxiety in demonstrations and test. It’s a reminder that you want to do your best and can provide energy. Just keep it manageable and use it as a tool to take yourself seriously to practice, prepare and succeed. ■
On July 14 - 16, 2013 The University of Michigan and Michigan State University cohosted the 12th Annual Simon Institute Symposium in Dearborn, MI. The Simon Institute Symposium is an annual gathering of (OS1) Users and non-users—The symposium gives the attendees an opportunity to share and discuss the challenges of implementation, and successes within their cleaning organization.

The symposium started with a bus tour of MSU’s and U of M campuses and ended with a reception in which the attendees were given a fun lesson on standardization. One of the attendees from University of Texas—Austin had commented that she was impressed with both campuses, and was appreciative to have an opportunity to see U of M’s Training Room at the N. Campus Warehouse Facility.

Monday and Tuesday consisted of presentations that ranged from Training to Sustainability with an emphasis on increased efforts to recycle, and the transition to using products with a higher recycled content. Sandia National Laboratory located in New Mexico is currently recycling 65% of their waste.

UM-Plant Building & Grounds Services presented an update on the OS1 program and also showed the award winning video, “A Short History of the Custodian”.

The culmination of the symposium was an awards banquet. This is the “OSCARS” for the (OS1) Program. Plant Building & Grounds Services received recognition from The Simon Institute for the following:

- Two Green Certified Programs of Merit (Audit scores of 80 – 89%) for Chemistry Building & FXB.
- PBGS received the Mark Reimers’ Cleaning For Health Award
- Nominated for Workloading Category – PBGS staff member Rose Griffith won this award on behalf of the department and the university.
- Nomination for Communications Category
- Nomination for Environmental Category

The real winners are the front line workers who make the program a success, and they are to be recognized as the leaders and the best. The U of M PBGS staff who were nominated and won Outstanding Cleaning Workers:

- Charisse Black – Chemistry Building
- Veronica Christensen – FXB
- Zina Copeland – Chemistry Building
- Eric Galpin – FXB
- Crescent LaPointe – FXB
- Jennifer Miller – Chemistry Building
- Zvezdana (Star) Stankovic – Chemistry Building

PBGS Team receiving recognition for Cleaning for Health Award

Roseanna Griffith receiving award for Workloading

Zina Copeland, Outstanding Cleaning Worker

Eric Galpin, Outstanding Cleaning Worker
Construction Services was contracted to remodel the conference room in Weidenbach Hall in South Campus. The renovation included designing components of the conference table including the table legs and granite top, designing and building a custom made entertainment area with hidden white boards on the two ends and a mounted television in the center, installing new ceiling tiles and also removing and replacing the previous carpet. Additionally, the existing cabinets had a new wooden finish applied to them in order to match that of the entertainment unit. Further, electrical work was done as the floor was cut in order to bring power and data cables into the table top. Finally, paint work was carried out and new films were installed on the doors and windows. All in all, the work performed was finished in a timely fashion and the renovated space was appreciated by both the customer and visitors. The project was also completed within the set budget.