



HAPPY ST. PATRICKS DAY!!

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In the News for March 17, 2008

LABOR MANAGEMENT COUNCIL HIGHLIGHTS

This Wednesday, March 19, is the day. All Construction Service employees will have a chance to take the paper version of the Business & Finance Employee Satisfaction Survey during the CS Quarterly Meeting. The survey has been available on line since March 10.

It's been 18 months since the last employee satisfaction survey. During that time, Construction Services has been working on initiatives for improvement. 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)

Sample copies of the survey have been posted at the CS offices so that people can take a look at the questions in advance. The BFES survey committee will 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.

Another voluntary meeting on teamwork is being planned. The LMC will use the comments from the February 13 meeting on teamwork as the basis for a second meeting. The Council hopes to see both those who work in management and those who work in the trades among those who volunteer to attend the follow-up meeting tentatively scheduled for mid-April.

Notes from the February 13 meeting are still available at the Construction Services offices. There will also be copies available at the March 19 CS Quarterly Meeting.

The LMC wants to hear from you. 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**

CONGRATULATIONS-DUSTY BENNETT

The elevator shop has announced **Dusty Bennett** as their selection for the open Apprentice Elevator Mechanic position. Dusty has been a valued member of Construction Services for five and a half years and has contributed to the success of many projects in our department. The apprentice selection process is one of the most competitive in Plant Operations. We congratulate Dusty on this new position and wish him all the best in his new trade. **Construction Services will be posting our open laborer position this coming week. All interested UM Skilled Trade employees should apply during the internal posting period.**

CONGRATULATIONS-TOM WILLIAMS

FM's Hospital Maintenance department has announced **Tom Williams** as their selection for the newly created Mason position. Tom has been a valued member of our department for over twenty years. Best of luck in your new position.

CONGRATULATIONS-DOUG ROWE

Doug Rowe has announced his retirement from the University. Doug began his career at the University in 1974 and has seen a lot of change during his time here, both in facilities and in the products and procedures we use. He wants to thank all of his co-workers for making this a special place to spend his professional career. Doug's last day of work will be March 28th. Please stop him in the hallway or at our forum this week to congratulate him and to wish him all the best in his retirement years.

CONGRATULATIONS-GINO GABRIELE

Gino Gabriele has announced his retirement from the University. After a successful career working for the local Electrical Union, Gino joined Construction Services in late 1997. He has helped make many projects on our campus successful. In addition he has served on several committees including a recent apprentice electrician interview committee. Everyone in the department has come to value his wisdom and advice. Gino's last day of work with our department will be April 11th. Please stop him in the hallway or at our forum this week to congratulate him and to wish him all the best in his retirement years.

CONGRATULATIONS-CABINET SHOP

The Construction Services Cabinet Shop has been awarded a \$6,000.00 "Ergo Grant" by the MHC Ergonomics Awareness Team. The department will use this money to help fund the purchase of four **Backsaver Adjustable Workstations**. These workstations will allow our Cabinet Makers to adjust the height of the piece they are working on so that they can minimize the stretching and bending required to perform their work tasks. This is the second year in a row that the Cabinet Shop has applied for and received grant money from Michigan Healthy Communities.

SPRING COMMENCEMENT—APRIL 26, 2008

Spring Commencement will be held on Saturday April 26th on the Diag. Teams of employees are working on a plan which will convert the Diag to seat 30,000 people for this special event. Construction activities will begin on Monday April 14th and will continue through the event and into early May when the Diag is returned to its current grandeur. Hundreds of volunteers will be needed to help make this celebration a success. Faculty and staff interested in volunteering at Spring Commencement can e-mail scvolunteer@umich.edu. The volunteer committee will then follow up with them regarding their interest.

SILVER ARROW AWARDS

Construction Services employee received a total of 35 Silver Arrow Awards in the past several weeks.

Richard Aseltine
Dusty Bennett
Bill Berry
Chris Bonczek
Jim Bredernitz
Dan Burton (3)
Mark Carpenter
Mark Collins
Doug Cousino (5)
Kevin Davis

Craig Delap
Dave Enz
Keith Flowers
Jim Gabor
Gino Gabriele
Rodney Greene
Rich Gross
Steve Hackbarth
Ken Hargrove
Jason Klein

Jason Miller
Don Osugi
Jerome Pankey
Dave Putman
Doug Rowe
Bill Simpson
Art Six
Mark Wawrzaszek
Bill Welch

COMING SOON TO A TOOL BOX NEAR YOU!!

Construction Services is moving forward on an improved system to secure and improve tool management in our Organization.

After discussions with CS employees, University Audits and the Key Office, we are establishing a more secure system to manage our assigned tools and building keys.

Each trades person (with assigned tool boxes) will receive a new set of locks and a new key lock box (to be attached inside of tools boxes) that will be unique to that individual employee. There will be a backup master key in the office, but no one in the field will have access to anyone else's tools without their permission. In addition, the locking key box will not have a master key, so each person will have completely secure storage for their assigned building keys. The tool boxes will be re-inventoried and each person will sign for their boxes, tools, and locks. This will address the University's concerns for secure storage of building keys and will also address individual and departmental concerns for secure storage of assigned tools. This should be a win-win for everyone!

SIGN UP TODAY FOR U-M EMERGENCY MESSAGES

Register today in Wolverine Access to receive voice and text messages during major emergencies on campus. Go to <http://wolverineaccess.umich.edu/> to register your telephone or cell phone numbers for voice messages and a device to receive text messages.

When the UM Emergency Alert system is activated, all U-M email accounts automatically will receive an email message. But to receive voice or text messages, you will need to register your device numbers.

As a large, multi-campus University and Health System, we require more than a single mode of notification in an emergency. The UM Emergency Alert system is intended only for significant emergencies and clear threats to public safety. It won't replace crime alerts, regular campus emails or our cooperation with local news outlets to help ensure community awareness of important safety issues.

Examples of when the system may be activated include if a person actively shooting a weapon is on the loose, a tornado is predicted to strike the campus area, or a major hazardous material spill is impacting a large portion of campus. Messages will provide directions to recipients as to what action they should take. The system is not intended to be used to announce upcoming events, nor individual building incidents such as class cancelations, small fires or suspicious packages.

We anticipate testing the system at the end of March and once each semester. While the University will not pass along any fees to use the service, message recipients may be charged for calls or messages by their service provider, depending on their individual phone plans.

When the system is activated, the caller ID number that will appear on your telephone screen will be (734) 647-0911. Email messages will arrive from 'UM Emergency Alert.'

Since significant size restrictions apply to text messages, additional information during critical incidents will be posted on the Department of Public Safety website (<http://www.umich.edu/~safety>). U-M-Ann Arbor employees who do not work at an Ann Arbor facility may choose not to register voice or text devices and simply remain informed via email messages.

For more info on the UM Emergency Alert system, visit <http://www.umemergencyalert.umich.edu>.

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 (REPRINTED FROM FEBRUARY 3)

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 19th meeting.

HEALTHY NEWS FROM GREG LAMBERT

FREE HEART HEALTH SCREENING CLINICS—ONLY 2 CLINICS REMAIN!!

The **2008 Heart Health Screenings** end this week. If you would like to participate the two remaining clinics are:

- Tuesday March 18th from 9:00-1:00PM in the Construction Services Conference Room
- Thursday March 20th from 7:00AM-Noon in the Campus Safety Services Building

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. 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.

- 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.

Call today to schedule your heart health screening at (734) 975-3061. Feel free to email me at glamb@umich.edu or call 647-4796 if you have concerns or questions. **Take control of your health today!**

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 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 or call (734) 975-3056 or (734) 936-0602.

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 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 31st edition of “In The News”



MANDATORY

Construction Services Meeting

Campus Safety Services Building

**March 19, 2008
1:45 pm to 3:15 pm**

Agenda items:

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

**SHOPMEETS—2008
Phase-Shop Number
Work Code-MEET**