FBS Announces Newsletter Contest

The Communications Team would like to invite each of you to help us celebrate the newest dimension of our BEST Quality Journey—the FBS “No-Name” Newsletter. You might be asking yourself just what kind of name is “No-Name” for a newsletter (good question). The answer is—we didn’t know what to call it, so we are asking for your help in naming the FBS Newsletter. With this inaugural issue, we are launching the “Name the FBS Newsletter Contest”. All you have to do is fill in the entry form included in this newsletter with the following information: (1) your suggested name for the newsletter; (2) your name; (3) your department; and (4) your site/campus. Mail your completed entry form, via inter-office mail, to the address at the bottom of the entry form. All entries are due by Friday, January 13, 2006. Just to make this interesting, we are offering the following prizes:

1st Place - $100 gift card; 2nd Place - $50 gift card; 3rd and 4th Place - $25 gift cards each. Members of the Communications Team and the Quality Steering Committee will be the contest judges, and are exempt from participating. In order to preserve the integrity of the contest, the judges will only have access to the suggested names for the newsletter, and will not know who submitted any entries until the winner has been selected. The contest winner will be announced in the February 2006 issue of the newsletter. We look forward to hearing from all of you!

GOOD LUCK!

Kudos—Vanessa Traylor

Metropolitan Campus
Plant Operations
Brian Bethune, Performing Arts Department would like to thank Mike Underwood and his staff for the great job they have done at the Metropolitan Campus. “Just a note of appreciation regarding the way things look on Metro Campus, especially in my building. I noticed right away when the slate floors were polished, the new rugs look fantastic, and the Campus in general looks better all the time. GREAT JOB! Thanks — and thanks to your crews.”

District Office
Procurement Department
Terry Butler, Interim Campus President, Metropolitan Campus would like to thank Robert Ruppe and the Procurement Department for campus sessions. “These campus sessions are a great idea. You certainly have a wealth of information about the purchasing process and it is great that you are willing to come to campus and share information. I am not always sure that campus staff even knows what questions to ask! Keep up the good work!”

Eastern Campus
Business Office
Vanessa Traylor, Manager, Eastern Campus Business Office would like to give a special thanks to Vanessa Traylor, Manager, Eastern Campus Business Office, for her help in the procurement process.

Special points of Interest:

• So many Kudos we had to use 3 columns! Look for them on pages 1,3, and 10.
• Submit a Quote and yours may be featured on page 11.
• There are more Contests coming, so read every issue.

(continued on page 3)
“Specifically, the Balanced Scorecard is a one page document that contains measurable metrics which will enable FBS to see “at a glance” how we are doing in our quality improvement efforts.”

Highlights from FBS Cabinet

The first FBS Cabinet Meeting was held at the Western Campus from 9:00 am to 11:00 am on Friday, October 21, 2005. The 53 member cabinet includes Administrators, Managers, Supervisors, and criteria team Champions (formerly called Chairpersons) and Co-Champions (formerly called Co-Chairpersons), representing FBS departments from each site, and evolves from the Leadership Committee it replaces. The Cabinet was formed to share knowledge within its membership and to expand the base for new ideas. “We want to share success stories” says Lisa Sheldon. Among the agenda items were:

- **OPE Application** by Lisa Sheldon - Cabinet Members were asked to read an familiarize themselves with the content of the application
- **Strategic Plan** by Lisa Sheldon and Janet Mann - The PowerPoint presentation outlined the five Strategic Challenges and the fifteen Strategic Objectives that address the five Strategic Challenges. The Strategic Plan was one of the topics discussed at the November Roundtable meetings, and everyone should now be a little familiar with its format.
- **PDCA Training** - PDCA training (a standard problem solving and process improvement methodology) will be conducted for the FBS Cabinet on December 16.
- **Ritz-Carlton Update** - Todd Kinzer, Vanessa Traylor, and Robert Schreiber attended the customer service seminar presented by the Ritz-Carlton last Spring. Each of them shared the customer service tools they had implemented in their departments as a result of what they learned at the seminar.

Book Review—Jackie Boehnlein

This year’s Ohio Partnership for Excellence conference was chock-full of knowledgeable speakers. One speaker, John Fleming of the Gallup Organization, spoke with enthusiasm about how the combination of engaged employees and engaged customers add up to fulfilling experiences for all. In fact, his organization calls it “Human Sigma” because the satisfaction from this type of interaction borders on perfection—the emotional equivalent of 3.4 defects per million. When talking about the employee side of the interactions, Fleming repeatedly referred to Gallup’s twelve questions or “Q12”. I was intrigued. What could the twelve questions be? Turns out there’s a book, *First Break All the Rules: What the World’s Greatest Managers Do Differently* by Marcus Buckingham and Curt Coffman. The book—available through the FBS Lending Library—shares the Q12 questions:

1. Do I know what is expected of me at work?
2. Do I have the materials and equipment I need to do my work right?
3. At work, do I have the opportunity to do what I do best every day?
4. In the last seven days, have I received recognition or praise for doing good work?

(Continued on page 12)
Getting Things Done with FAMIS — Erika Brulé

There is a certain amount of irony that goes along with having a name like FAMIS (pronounced famous). I am sure that you have heard it whispered here and there amongst your colleagues as you walked down the hall, but do you know who this FAMIS is, or better yet – why its popularity is on the rise within the Tri-C community?

The Finance and Business Services’ (FBS) website defines FAMIS as: “…an Electronic Work Order (EWO) application, [which] allows [the] online placement of Service Requests for Plant Operations.” This simply means that if you need a light bulb changed, a bookcase moved, a drain unclogged, a wall painted or any other myriad of things, you can get them done, and Plant Operations would be more than happy to do them for you – but – a Service Request needs to be submitted via FAMIS.

Unfortunately, FAMIS has used his increase in popularity to form a secret society; however, there aren’t any ridiculous prerequisites involved such as a 90210 zip code, a membership card to Oprah’s Book Club or even a friendship with George Clooney. In order to join FAMIS’ clique, you need to send an email to FAMIS (FAMIS@tri-c.edu) requesting a username and password and it will be issued almost immediately.

Inside Tip: FAMIS knows and recognizes all of its friends. Their Service Requests are always given priority over those which he received via email or telephone…

(continued on page 12)

Union News — Andy Prietas

Western Reorganization Impacts 1199 FT Employees.

The September Western campus reorganization resulted in position changes and transfers for 1199 FT employees. Three 1199 positions were eliminated during the process and two new 1199 positions created. There were no layoffs and effected employees were hired into newly created non-union jobs. The two new 1199 positions, both titled Unit Ops Specialist, are not yet filled as of this writing.

Seven 1199 FT people were transferred to new locations within the academic area. Union Stewards stated that there were no grade changes or transfers off campus.

The reorganization aligned Western with the structure of Eastern and Metro campus. All actions took place within the Academic division and no FBS division members were involved.

Kudos (continued)

thanks to members of her wonderful staff, Pamela Richardson, Betty McDuffie, Jeneatha Wilson, for jointly purchasing a parking card for Hurricane Katrina victim Alena Whitmore the day she registered for classes at the Eastern Campus. “I am proud to manage such a thoughtful and caring group of ladies. Keep up the good work. You make Cuyahoga Community College proud!”

Western Campus

Childcare

Veronica Babic, Control Clerk II, West Business Office would like to thank Frank Polace and the Childcare Staff for the wonderful job they have done with her grandchild. “Just a note to let you know how pleased I am with our on site day care facility at West! Since my first grandchild became old enough to attend I have always had at least one of my grandchildren in our program. My grandson had a very hard time with his verbal skills. He was sent to a linguist for help. Now with that help and help of the day care staff, he hardly shuts up. He talks in complete sentences and I can actually understand him. The BEST part of all this is they are happy to get to school, look forward to spending time in the safe, nurturing environment where they flourish and are well cared for.”

Copy Center

Lori Kato, ESL Lecturer would like to thank Andrea Arch, Martha

(Continued on page 10)
the Prattler - Greg Klayber

You Can’t Avoid the Void!

Welcome to the Prattler, a monthly column about... well, we’ll get into that later on in this column! This column has an identical name to a historically famous one in later 19th century San Francisco written by American author, and infamous curmudgeon, Ambrose Bierce. Not as well known now as his contemporary, Mark Twain, Bierce was a famous journalist and the only known author of Civil War fiction that actually fought in the Civil War himself. He is perhaps best remembered today for The Devil's Dictionary. Speaking of which, what is, then, the definition of a “prattler”? Prattle is defined as: “To talk or chatter idly or meaninglessly; babble or prate.”. Prate is defined as: “To talk or chatter idly or to little purpose.”

Evidently a prattler is someone who goes on and on about nothing. Sound familiar?

“Evidently a prattler is someone who goes on and on about nothing. Sound familiar?”

Evidently a prattler is someone who goes on and on about nothing. Sound familiar? Do you know someone like that? Seinfeld fans will remember that that long-running television show self-characterized itself as “a show about nothing”. Yet, it went on very successfully for 180 episodes over 9 years, and only ceased production at its own behest, never having ratings low enough to justify cancellation by the network, and making Jerry Seinfeld one of, if not THE, richest comedian in the world. So evidently there is a lot of money to be made in something about nothing, at least for some people. One would think, therefore, that nothing must be something, and thus you can’t avoid the void. Or is it?

Let’s think about this on purely a conceptual basis: “Nothing is something” does not mean “The thing called Nothing is something!”. Actually, “Nothing is something” is false, since everything is something, which implies that nothing is not anything. Therefore, “Nothing exists” does not mean “The thing called Nothing exists”! The nothing exists either! Let’s face it, there is some ambiguity in sentences such as “Everything is something”, for it may mean “Everything is identical to something” (true) or “Everything is being something”, i.e. Everything has some properties (true).

Does nothing, therefore possess no properties? Does it have a total absence of any & all properties? Or is having no properties a property in itself? Which, in turn, makes it something? After all, not making a decision is in itself a decision, isn’t it?

Let’s think about that for a while.

Back to Seinfeld. The show is copyrighted. They’ve just released a boxed DVD set of the series, which they sell for big bucks. To make a copy of these DVDs & sell them would be a violation of copyright law. But the show was about nothing. You would be making a copy (something) about a show about nothing. Therefore, you would have a copy of nothing. And if you sold it, legally or illegally, you would be making something for nothing. Or would it be something from nothing? In either case, I rest my case. Just don’t make a case out of it. Nonetheless, I think that courts still would. Make a case out of it, I mean, if you sold illegal copies. But it’s just like lawyers to make something out of nothing, now isn’t it?


Success Stories — Andy Priestas

Scott Seidel one of FBS’ Healthiest Men

Scott Seidel, Eastern Campus Book Center employee, has had only one sick day in his 17 years of service.

I interviewed Scott, looking every bit the picture of health that he is, and asked him these questions.

Q: Do you take any vitamins?
A: Yes, I take a multivitamin.

Q: Do you exercise?
A: Yes, I take morning walks and I do knee bends regularly.

Q: Have you ever been ill on a weekend or holiday?
A: No, but I did have a slight headache once.

Q: Scott, were you really sick that day or did you feel like just not coming in?
A: Oh I was hurt, I injured my knee and needed a cane to walk.

Thank you, Scott. Here I had thought averaging one sick day every 17 weeks was an accomplishment. Boy, does Scott put me to shame. He’s a model for us all.
### Schedule of Events

#### December 2005

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**December 1**  Board of Trustees Meeting, 1:30 p.m. – 3 p.m.  
Western Campus

**December 1, 2, 5**  Accounting 3-day close

**December 1-31**  Registration for Spring Semester

**December 13-20**  Book Buy-Back – Book Centers  
Tuesday-Thursday, 12/13-15, 9 a.m. – 7 p.m.  
Friday, 12/16, 9 a.m. – 5 p.m.  
Saturday, 12/17, 9 a.m. – 1 p.m.  
Monday-Tuesday, 12/19-20, 9 a.m. – 7 p.m.

**December 16**  FBS Cabinet Meeting, 8 a.m. – 12 p.m.  
UTC, Room UTC 229

**December 19**  Fall Semester Ends

**December 23**  Observed for Christmas Eve

**December 26**  Observed for Christmas Day

**December 27-29**  Closed for winter break

**December 30**  Observed for New Year’s Eve
### Schedule of Events

#### January 2006

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- **January 2**: Observed for New Year’s Day
- **January 2-12**: Registration for Spring Semester
- **January 3-5**: Accounting 3-day close
- **January 4**: Eastern Campus Roundtable
  - Location: to be determined
- **January 12**: Western Campus Roundtable
  - Location: G04B
- **January 13**: Spring Semester - Full Term Begins
- **January 16**: Martin Luther King Jr. Day
- **January 20**: FBS Cabinet Meeting, 9 a.m. – 11 a.m.
  - Western Campus, Room G04 A & B
- **January 25**: Metro/WEDD Roundtable
  - Location: to be determined
- **January 26**: Board of Trustees Meeting, 1:30 p.m. – 3 p.m.
  - Metropolitan Campus
- **January 30**: District Office Roundtable
  - Location: to be determined
- **January 31**: Session O Term begins
Construction Update — Denise Poelking

College-Wide Projects

- **Elevator Upgrades** — Work is 60% complete. Project is expected to be complete by June 30, 2006.

- **Exterior Wayfinding Signage** — Specifications are complete and are currently being reviewed. Bidding is expected to take place by the end of 2005.

- **Mechanical System Replacement** — Year-1 work is 85% complete, and bids for Year-2 work (Metro Building H, Building E and UTC; West Building A and Crile) have been opened and are scheduled to be awarded at the December 1, 2005 Board of Trustees Meeting.

Western Campus

- **Building “A” Expansion** — Currently in final design review phase.

- **Skylight Replacement** — Bids were opened 11/10/05. Scheduled to be awarded at the December 1, 2005 Board of Trustees Meeting.

Metropolitan Campus

- **S&T 3rd Floor Renovation** — Project is substantially complete. Currently in project close-out phase.

- **Expansion Joint Replacement, Phase 5** — Project is substantially complete. Currently in project close-out phase.

- **Door Replacement** — Project is substantially complete. Currently working on punch-list items.

- **Exterior Building Restoration** — Project is 66% complete.

- **South Concource Renovation** — Project is substantially complete. Currently working on punch-list items.

- **Center for Innovation in the Arts** — Programming is complete. Currently in the schematic design phase.

- **Hospitality Management Renovation** — Programming is complete.

Eastern Campus

- **East 1, Phase 2 Renovation** — Project is substantially complete. Currently in project close-out phase.

- **Window Wall Replacement** — Project is substantially complete. Currently working on punch-list items.

FBS Adopts Families — Pam Katkic

The Center for Families and Children is in their 7th year of sponsoring families through their Adopt – A – Family for the Holidays Drive. As you may be aware, many families in the greater Cleveland community are living with the burden of poverty.

Last year, Business Services successfully sponsored two families in this program. This year, we would again like to commit to this worthy community venture by inviting all of Finance and Business Services to participate.

The Finance and Business Services division will sponsor two families, a family of four (one adult and three children ages 9, 11, and 14) and a family of three (children ages 7, 9 and 13). We will collect money which will be used to purchase the following unused items for “our” families: coats, hats, boots, scarves and mittens. Last year, we were also able to buy warm underclothes, clothes, pajamas, family games and other miscellaneous useful items. Once the money has been collected, we will need volunteers who will shop to purchase the items for our families.

Our drive will begin on November 21st and continue through December 2nd. Please look for detailed information via your email inbox. Thanks!
Training Update

Did you ever wonder how to report non-Registrar training sessions and workshops? Well the answer is right here! CJ Keyes in Training & Development is the go-to person to enter this information on your training transcript, and CJ developed a form that you can fill out electronically and e-mail back to her. The following is the path you need to follow to access this form:

```
My Computer/K:drive/Finance & Business Services (folder)/BEST (folder)/Training (folder)/Class-Workshop Information Activity Form.doc (Word document).
```

All you need to do is save this document to your hard drive, and you’ll be good-to-go when you need to have non-Registrar training information added to your transcript.

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Criteria Team Updates

The Criteria Team Updates will feature issues that each criteria team is currently working on. To catch everyone up — from late spring through the end of September, the criteria teams were working on writing their section of the OPE application. Monthly meetings for the teams during this period entailed meeting to verify the data and clarify the application narrative. For those FBS members who are new to the division, the criteria teams consist of:

- **Team 1 — Leadership;**
- **Team 2 — Strategic Planning;**
- **Team 3 - Customer and Market Focus;**
- **Team 4 – Measurement, Analysis and Knowledge Management;**
- **Team 5 - Human Resources Focus;**
- **Team 6 – Process Management.**

Team 6 has been separated into to:

- **Team 6.1 – Core Processes,**
- **Team 6.2 – Support Processes.**

All team meeting minutes can be accessed by following this path:

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My Computer/K:drive/Finance & Business Services (folder)/BEST (folder)/Team Minutes (folder).
```

If you are interested in becoming a member of a criteria team, please contact the Champion or Co-Champion listed at the end of this newsletter.

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Hellos, Goodbyes, and Moves

Below is an update of all the personnel changes in the Finance and Business Services Division. We would like to take this opportunity to welcome all of our new members, to congratulate all who have received promotions, and to say that we will miss those who have retired, resigned, transferred to another location or who have transferred out of the division.

**New Members**
- **John Black,** District Office, Sr. Budget Analyst, Accounting & Financial Operations
- **Colleen Davis,** District Office, Payroll Supervisor, Accounting & Financial Operations
- **Dennis Krueger,** Metropolitan Campus, Grounds Supervisor, Plant Operations
- **JoAnne Milanczuk,** Metropolitan Campus, Swimming Pool Attendant, Plant Operations
- **Vincent Tirpak,** Metropolitan Campus, Maintenance Mechanic Helper, Plant Operations
- **Latonya Kirby,** District Office, Administrative Assistant I, Finance & Business Services
- **Mark Polatajko,** District Office, V.P., Finance & Business Services (continued on page 12)
**FBS Cabinet Members**

Janet Mann—Champion  
Andrea Arch  
John Black  
Jackie Boehnlein  
James Cahill  
Bernard Canepari  
Ellen Chen  
Dion Corrigan  
Paul Creighton  
George Dalton  
Colleen Davis  
Marcia Dickinson  
Larry Ferrall  
Mike Gelsomino  
Stephen Gipson  
Warren Hauser  
Steven Jablonski  
Jerry Jackson  
Marynell Jones  
Rosemary Jones  
Pamela Katsik  
John Kinzer  
Greg Klayber  
Carol Knerem  
Brian Krejci  
Ann Kristof  
Dennis Krueger  
Sharrie Landers  
Tom Madigan  
Mary McQueen  
Vincent Minarchio  
Teresa Moe  
Chris Moir  
Joseph Mustar  
J. Bruce Robinson  
Jeff Sako  
Janet Mann—Champion  
Andrea Arch  
John Black  
Jackie Boehnlein  
James Cahill  
Bernard Canepari  
Ellen Chen  
Dion Corrigan  
Paul Creighton  
George Dalton  
Colleen Davis  
Marcia Dickinson  
Larry Ferrall  
Mike Gelsomino  
Bonnie Sams  
Jerome Sestak  
Lisa Sheldon  
Robert Shrefler  
Tom Somerville  
John Soworowski  
Vanessa Traylor  
Spring Tubbs  
John Twist  
Michael Underwood  
Jeffrey Venecek

**Team Champions and Members**

### Team 1  
**Quality Steering Committee**
- Janet Mann—Champion  
- Lisa Sheldon—Co-Champion  
- John Black  
- Jackie Boehnlein  
- Marcia Dickinson  
- Todd Kinzer  
- Denise Poelking  
- Mark Polatajko  
- Jeff Sako  
- Bonnie Sams  
- Tom Somerville

### Team 2  
**Strategic Planning**
- Mark Polatajko—Champion  
- Lisa Sheldon—Co-Champion  
- John Black  
- Jackie Boehnlein  
- Marcia Dickinson  
- Todd Kinzer  
- Janet Mann  
- Denise Poelking  
- Jeff Sako  
- Bonnie Sams  
- Tom Somerville  
- Mike Underwood

### Team 3  
**Customer and Market Focus**
- Jeff Sako-Champion  
- Frank Polace-Co-Champion  
- Jackie Boehnlein  
- Warren Hauser  
- Ann Kristof  
- Laura Herskovic  
- Bob Shrefler  
- Vanessa Traylor

### Team 4  
**Measurement, Analysis and Knowledge Management**
- John Black—Champion  
- Carole Cox—Co-Champion  
- Stephanie Harrison  
- Brian Krejci  
- Bridget Piotrowski  
- Rob Stuart

### Team 5  
**Human Resources Focus**
- Tom Somerville – Champion  
- Greg Klayber – Co-Champion  
- Nicole Canter  
- George Dalton  
- Don Gasler  
- Mary McQueen  
- Lillian Welch  
- Roy Whitmore

### Team 6.1  
**Core Processes**
- Todd Kinzer – Champion  
- Pam Katsik – Co-Champion  
- Paul Brusk  
- Ellen Chen  
- Laura Herskovic  
- Jason Puhlman  
- Scott Seidel

### Team 6.2  
**Support Processes**
- Bonnie Sams—Champion  
- Colleen Davis  
- Larry Ferrell  
- Albie Kaufman  
- Clare Larca  
- Sharrie Landers  
- John Soworowski

**Team 6.1**

**Core Processes**
- Todd Kinzer – Champion  
- Pam Katsik – Co-Champion  
- Paul Brusk  
- Ellen Chen  
- Laura Herskovic  
- Jason Puhlman  
- Scott Seidel

**Team 6.2**

**Support Processes**
- Bonnie Sams—Champion  
- Colleen Davis  
- Larry Ferrell  
- Albie Kaufman  
- Clare Larca  
- Sharrie Landers  
- John Soworowski
BEST Speak

The BEST Speak column is designed to help FBS members familiarize themselves with the words and terms we use in discussing our quality journey. A great resource for this is the Glossary at www.baldrige21.com. Below are a few of the definitions from this website that were used during the FBS Strategic Plan Update presentation, which occurred at the November Roundtable Meetings:

- **Strategic Plan** – an organization’s articulated aims or responses to address major change or improvement, competitive- ness issues, and business advantages.
- **Action Plans** – specific actions that respond to short and longer-term strategic objectives.
- **Strategic Challenges** – those pressures that exert a decisive influence on an organization’s likelihood of future success.
- **Agility** – an organization’s capacity for rapid change and flexibility.
- **Benchmarks** – processes and results that represent best practices and performance for similar activities, inside or outside an organization’s industry.

Kudos (continued)

"You all are such an integral part of the system here and your support is greatly appreciated."

Jones, and the rest of the copy center staff for completing a copy job within short notice. "I realize that we do not thank you all enough. Due to potential changes to my course schedule I was not able to get my syllabi to you any sooner than Monday morning. Thank you so much for getting them copied for me on such short notice. You all are such an integral part of the system here and your support is greatly appreciated."

Special Thanks and Appreciation from the Communications Team to everyone for all of the hard work, donations and volunteering to work on various jobs and committees to support the success of levy.

Congratulations!

Accomplishments, Awards & Certifications — Vanessa Traylor

We would like to congratulate Jeff Sako, Manager of Logistics, and Jackie Boehnlein, Coordinator II, Finance & Business Services for receiving certification as Quality Managers from the American Society for Quality. They join Frank Polace, Coordinator for Capital & Construction, and Bonnie Sams, Manager of Procurement Services who received their Quality Manager certification in March of this year. Please take the time to congratulate Jeff and Jackie if you should happen to see them.

Have you or your department accomplished a goal, received an award or achieved a certification? If so, we would love to hear about and celebrate your success.

Send your Accomplishments, Awards or Certifications articles to Vanessa.Traylor@tric.edu and they may be featured in our newsletter. It is even better if you can state your achievements in a measurable or quantifiable way. What does that mean? Use numbers whenever you can to state HOW you achieved the results you are affirming. Quantify your statements whenever possible. We value your success!
Birthdays

December 2005
Eastern Campus:
Vanessa Traytor, Business Office
December 8
Pamela Richardson, Business Office
December 10

Metropolitan Campus:
Fred Bell, Custodial Services
December 14
Tracy Jackson, Business Office
December 11
James Carter, Bldg. Maint.
December 22

Western Campus:
Vanessa Traylor, Business Office
December 8
Pamela Richardson, Business Office
December 10
Fred Bell, Custodial Services
December 14

December 30
Joe Poelking, Plant Operation

Favorite Quotes

- “In the end, everything is a gag.”—Charlie Chaplin
  (submitted by Dion Corrigan)

- “Lead me, follow me, or get out of my way”—Gen. George Patton
  (submitted by Denise Poelking)

- “Trust in the dreams, for in them is the hidden gate to eternity”—Kahlil Gibran
  (submitted by Ann Kristof)

- “The devil made me do it!” - Flip Wilson
  (submitted by Pete Mikulec)

- “Difficulties mastered are opportunities won”—Winston Churchill
  (submitted by Pam Katkic)

- “Winning is not a sometime thing; it’s an all time thing. You don’t win once in a while, you don’t do things right once in a while, you do them right all the time. Winning is habit.” - Vince Lombardi
  (submitted by Janet Mann)

- “And the evening and the morning were the first day” - Genesis 1:5
  (submitted by Andy Priestas)

- “Much education today is monumentally ineffective. All too often we are giving young people cut flowers when we should be teaching them to grow their own plants.” - John W. Gardner
  (submitted by Pamela Richardson)

- “Knowledge speaks, but wisdom listens” - Jimi Hendrix
  (submitted by Laura Herskovic)

If you would like to share your favorite quotes with the rest of FBS, please e-mail or hard copy
Pam Katkic, Child Care Center, Eastern Campus.

Q & A’s

The Q & A (questions and answers) segment of our newsletter is your opportunity to ask questions pertaining to FBS or any other department in the College. We will answer as many questions as space will allow, and we reserve the right to edit questions in order to meet space limitations. We only ask that all questions be framed in a positive manner, and that no questions contain attacks on either an individual or a depart-
Book Review (continued)

5. Does my supervisor, or someone at work, seem to care about me as a person?
6. Is there someone at work who encourages my development?
7. At work, do my opinions seem to count?
8. Does the mission/purpose of my company make me feel my job is important?
9. Are my co-workers committed to doing quality work?
10. Do I have a best friend at work?
11. In the last six months, has someone at work talked to me about my progress?
12. This last year, have I had opportunities at work to learn and grow?

The more “yes” answers an employee has, the higher the likelihood that you are dealing with a highly satisfied worker. I can’t help but believe John Fleming—given his level of enthusiasm—can say “yes” to all twelve. First Break All the Rules covers much more than just the Q12. It is a book for anyone interested in participating, fostering, and creating a people-centered organization. Based on research results from two massive Gallup studies (over a million employees surveyed) spanning twenty-five years, the book is a measured look at what works in keeping talented people engaged in their jobs. The book is enjoyable, easy to read, and is highly recommended.

To borrow from the FBS Lending Library, see the lending library link on the InfoAccess BEST homepage.

Hellos, Goodbyes, and Moves

Retirements
Maxine Sabo, Payroll Specialist, Accounting & Financial Operations

Resignations
Clint Ewell, Executive Director, Business Services

Communications Team Members
Dion Corrigan
George Dalton
Don Fackelman
Pam Katkic
Ann Kristof
Pete Mikulec
Denise Poelking
Andrew Priestas
Vanessa Traylor

Getting Things Done with FAMIS (continued)

Now that you’re in, I bet you want to know if FAMIS is user-friendly and efficient. Glad you asked. Unlike other celebrities in the public eye, FAMIS is straightforward, uncomplicated, effortless and trouble-free. You tell it what to do, where to do it and by what date - and it listens. FAMIS will even send you an email keeping you abreast of its progress on your Service Request. You will always know whether your Service Request has been acknowledged, scheduled, completed, is being evaluated, is in progress, is pending or has been rejected. Try it, you’ll see, and then gloat while telling everyone you know that you’ve got a friend that’s FAMIS.

But in all seriousness, the FAMIS computer software program was put into place by FBS as a means to streamline the process of converting Service Requests into Work Orders. Here is a recap on how one gains access:

Send an email to FAMIS – FAMIS@tri-c.edu.

The system administrator will provide you with a username and password.
Log onto the FAMIS website: Via http://infonet.tri-c.edu/fbs/iwo/ and click on the FAMIS logo – or – http://216.205.76.159/pls/cuyahoga/loc.login

Mission - Achieve operating excellence through customer-focused support services.
Vision - To be the premier source of innovative services for the global college community.

Values:
Customer Focus - We take pride in solving problems, making it easier to do business with CCC.
Accountability - We keep promises to our customers and to each other by meeting commitments on time and on budget.
Continuous Improvement - We aspire continually to better our processes and ourselves, believing change is an essential part of success.
Communication - We strive to exchange information clearly
Teamwork - We encourage alliances between individuals and departments, realizing that synergy allows the whole to be greater than the sum of its parts.

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Book Reviewer: Jackie Boehnelin
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Suggestions are welcome and may be directed to Denise Poelking, or Ann Kristof

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