And the Winner Is…

– Denise Poelking

As you can see from the banner above, we finally have a name for our newsletter. Thirty one responses were received, and the Communications Team winnowed the list down to five names. The five names were presented to the Quality Steering Committee for final selection. The vote was close and the winning entry is “BEST Impressions”, which was submitted by Bob Schreffler of the Metropolitan Campus Business Office. Bob will receive a $100 gift card for his winning entry.

We liked the second place entry so well, that we incorporated it as part of our tag-line under the newsletter banner. The second place entry was submitted by Mary Rollin in Accounts Payable at District (“Staying Connected”)—Mary will receive a $50 gift card.

The third place entry was submitted by Janie Smith, Accounting & Finance at District (“BEST in Action”)—Janie will receive a $25 gift card.

The fourth place entry was submitted by Mary Suva of the Eastern Campus Copy Center (“The BEST Gazette”)—Mary will also receive a $25 gift card. Congratulations to all of our contest winners! We would also like to recognize the following FBS members who submitted entries—we will be sending each of them a gift in appreciation for the participation in this contest:

Olga Boyko, Book Center, Western Campus;
Tonya Grubjesic, Business Office, Metropolitan Campus;
Warren Hauser, Reprographics, Metropolitan Campus;
Nancy Holy, Cash Management, District;
Jacqueline Kijanski, Business Office, Eastern Campus;
Mary Suva of the Eastern Campus Copy Center;
Spring Tubbs, Children’s Center, Metropolitan Campus.

Kudos — Vanessa Traylor

**Western Campus**

**Copy Center**

Susan W. Lohwater, Ph.D., Assistant Professor, English as a Second Language would like to thank Martha Jones and Andrea Arch for all of their effort in helping them start the semester with the needed papers and syllabi. “I know you both worked extra hours and were under a lot of stress. In addition, several machines broke down. Nonetheless, you maintained your high standards and were both professional and gracious to us.” Thank you sincerely, Susan

Lori Kato, ESL Lecturer sends special thanks to Martha Jones, Andrea Arch and the rest of the Copy Center staff. “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.”

**Eastern Campus**

**Copy Center**

Dan Mussulin, Instructor sends a “Big Thank You” to Mary Suva in the Eastern Campus Copy Center. “I was recently appointed to the Lectureship position in Math at the Metropolitan Campus. The last few days have been very hectic for me as I prepare for my classes on Monday. I want

(continued on page 10)
“Janet Mann stated that the Baldrige Conference is April 23-26, 2006 in Washington, D.C. She will pay for anyone who wants to go, but they need their supervisor’s authorization. Anyone interested should contact Jackie Boehnlein or Lisa Sheldon.”

Highlight from FBS Cabinet

The December 2005 FBS Cabinet Meeting was a training session for the PDCA (Plan, Do, Check, Act) standard problem solving and process improvement methodology.

The January FBS Cabinet meeting was held from 9:00 a.m. to 11:00 a.m. on January 27, 2006 at the Western Campus in room G04A & B. Among the Agenda Items:

- Introduction of Peter MacEwan, Keith Schuster, and guests Rosemary Jones and Janet Jankura.
- Review of Action Items from previous meetings including a report on the Adopt-A-Family Drive given by Pam Katkic; and a report on the Training Survey given by Tom Somerville.
- Balanced Score Card presentation given by John Black.
- Report out on Action Plan Summaries including construction project updates given by Denise Poelking; and an update on Succession Planning given by Janet Mann. Jackie Boehnlein provided an explanation of this report.
- SAS Demonstration presented by John Black and Carole Cox. Presentation was done to reflect timelines, project team and approach, value to college, results, goals achieved, lessons learned and next steps.
- Janet Jankura presented a Human Resources overview of Employee Reviews/Evaluations. Mid-year reviews are due 2/7/06.
- Warren Hauser presented results from the Customer Satisfaction Survey (sent out College-wide). There was an 18% response rate, and the overall score was 3.92 out of 5, with a score of 4 as a “positive experience”. Data will be made available to departments to assist in the development of Action Plans.
- Tom Somerville handed out Applause Certificates. QSC needs to discuss if Certificates can be given in Peer to Peer situations. Currently, Applause Certificates are given from Manager/Supervisor to Staff.
- Janet Mann stated that the Baldrige Conference is April 23-26, 2006 in Washington, D.C. She will pay for anyone who wants to go, but they need their supervisor’s authorization. Anyone interested should contact Jackie Boehnlein or Lisa Sheldon.

The next FBS Cabinet Meeting is February 17, 2006 at the Eastern Campus, Room E3-2208 from 9:00 a.m. to 11:00 a.m.

Book Review—Jackie Boehnlein

Working with Emotional Intelligence by Daniel Goleman

We have all worked with an individual that seemed to be able to simultaneously tell us something we did not want to hear, and yet managed to make us feel good about ourselves in the process. You know the feeling, you walk out of a meeting thinking “maybe I should be mad” but you are either thoughtful or energized instead. Chances are the person in question was using skills associated with emotional intelligence to achieve that result. Emotional intelligence relates to personal competencies in managing ourselves and social competencies in working with others. As such, emotional intelligence is both an art and a skill.

In Daniel Goleman’s book “Working with Emotional Intelligence” (available in the FBS Lending Library), he shares insights into what emotional intelligence is, and how to make it your professional reality. The book focuses on how understanding and developing emotional intelligence can spur your career and move your organization. The book shares interesting real-life examples that resonate with readers. Overall, I found this book engaging and easy to read, and I highly recommend it for anyone in the workplace.
Western Campus Biology Labs Reorganize Using 5S - (Barb Deitz, Lab Supervisor, Biology and Ann Kristof)

In an effort to more fully utilize our laboratory space and prep area, and to accommodate our ever-expanding course offerings in the Biology Department, we have been working for the last two years to redesign and reorganize our laboratory environment.

Sandy Robinson, Assistant Dean of Health Careers/Science suggested we speak with Jeff Sako, Logistics Manager and Ann Kristof of the Western Campus Mail Center regarding the system they used in their reorganization efforts. Jeff and Ann had participated in a system of workplace reorganization called 5S, which stands for: Sort, Set in Order, Shine, Standardize, and Sustain. Using the information they provided, we were able to make many positive changes.

Among them:
- Using previously designated office space, we created a secured centralized chemical storage area, a spill station, and a MSDS information station. We then recycled the shelves where the chemicals had previously been stored, and moved them to the west end of the wing. This enabled us to store lab supplies and materials directly outside of the labs where the courses are taught, improving accessibility for ourselves and our Instructors.
- Working with the Scheduling Department, we were able to identify three laboratories at the east end of the Biology Department wing that could be dedicated to the Biology courses that predominantly utilize models. This has allowed for less damage to our models and a better

(continued on page 12)

Union News — Andrew Prietas

Educational Fund Dollar Increase for 1199FT Members

The new 1199FT union contract includes an increase in the overall dollars available for education and training. For union members pursuing their education beyond an Associates degree, the Educational Fund is a valuable benefit. $20,000 is now available to help defray tuition costs, which is double the yearly dollar amount that had been available since 1990. The funds are in a pool, and based on the number of applicants, dollars are portioned out according to need.

The Supplemental Training Fund has decreased in order to shift dollars to the more popular Educational Fund. $10,000 yearly is now available for supplemental training, which covers workshops, seminars, and other short term courses that are non-credit, but job specific.

In early Spring, union delegates will be sending a revised Educational Fund application to all full-time 1199 members via email. The new 1199FT contract will soon be posted on the HR intranet site. You can access the website at the “Today @ Tri-c” page—click on the “Administration” drop down menu; then click on Human Resources; under “Quick Links” at the bottom of the page, click on “Documents”. This will take you to all the union agreements. Article 22 of the 1199FT agreement pertains to Training and Professional Development.

“the Educational Fund is a valuable benefit. $20,000 is now available to help defray tuition costs, which is double the yearly dollar amount that had been available since 1990.”

Tri-C Book Centers Save Students Money - Scott Seidel

The Book Centers’ mission is “to support the educational mission of the college by providing text materials and supplies to the student, provide a selection of books for learning and incidentals of college life while paying all costs and returning a surplus to the institution.” One of the best services supporting this mission is our used book buyback program. This aggressive program saved Tri-C students a total of $1,021,633 for the fiscal year 04/05. The buyback is conducted by a wholesale textbook company representative who can not only purchase books to be used at the Book Centers again, but other texts which may no longer be of value at the Book Centers, but have some wholesale value. A book’s value is determined by many factors. If it is being purchased by the Book Centers for use again, you can expect a purchase price of one-half the new book price. If the book is not being used again on campus, it has no value to the Book Center; however, the book may have wholesale value.

The Book Centers recently installed a new computer program named Textbook Partner. This innovative system’s design not only tracks inventory, but also stores all ordering, returns, publishers, and book distributor information.

We look forward to offering new ways to improve our services.
In considering the almost infinite variety of aesthetic objects (both artificial and natural) in this world that are observable by us, there comes to my mind one artificial object (or institution, if you like, since it is now a familiar part of the American scene) that is much maligned and totally unappreciated in an aesthetic sense by anyone, anywhere. This perpetually disparaged object that I am referring to is that (seemingly) most common of American sights, the automobile graveyard. It is important to note here that we should distinguish the "auto graveyard" from junkyards per se, for junkyards contain not only automobiles, but laundry sinks, banana peels, disposable diapers, newspapers, and a multitude of other perishable and imperishable items classified under the collective term of "garbage", together with the scavengers that feed on it, whereas auto graveyards contain only automobiles, buses, trucks, and other forms of old, broken, "useless" vehicular artifacts. It is my intent to establish that these formerly unacknowledged objects of beauty are indeed such in this column.

We must first clarify the main arguments posed in objecting to auto graveyards existing at all, before we may adequately make a case for their aesthetic merits. In surveying these objections, one soon finds that the vast majority of them fall into one of two categories: "practical" objections, i.e. those based upon ecological, economic, or scientific reasons, and a category that I will broadly refer to as "emotional", which includes reasons that are primarily philosophical, moral or opinionated in their nature.

The main practical argument against the existence of auto graveyards is that they constitute a threat to ecology. This argument brings to mind the classic "beauty of an ecological threat - to mankind" debate, in which one's aesthetic sense is in conflict with mankind's own survival in the long run, such as admiring the grace with which factory smoke curls into the sky, which may be beautiful to look at in the glow of dawn or sunset, but is not the healthiest thing to have around. As an ecological disaster, auto graveyards fare as somewhat less of a monster than they are put up to be, since their existence doesn't pollute the air (not anymore, anyway, since the engines in them are no longer running), nor do they pollute the water (unless, perchance, a river happens to flow through one); in fact, probably the only ecological threat it represents is that of wasted land space. And if we consider the amount of space taken up by such things as fast food restaurants, gas stations, billboards, Pittsburgh, or any of the other particularly beautiful "assets" of our civilization, auto graveyards become rather insignificant in comparison. Far from being a detriment to ecology, auto graveyards function as a shelter and home for birds and many small animals and beneficial insects. In that context, they become a part of the intricate ecological web they are situated within. As for their being a waste to our economy, it would appear to me that proceeding along this tack would be analogous to a doctor treating only the symptoms of a disease, while not attempting to cure the disease itself; auto graveyards are a symptom, and not a cause. Until we can create a society that recycles all of the waste products of its economy we shouldn't condemn the hapless by-products of our present, imperfect civilization; rather we should attempt to get at the root of the problem instead, and seek to improve our present economy in this respect as a higher priority.

Auto graveyards function as a repository for old automobile components cheaply. And last, but not least, they form a vast national resource of surplus steel, plastic and rubber; if, in time of war, for instance, there should be a scarcity of any of these materials, increased demand and insufficient supply would render junked cars more valuable, making their recycling into a reality, something that at present is economically unfeasible.

Having examined and answered the "practical" objections to auto graveyards, we must now proceed to the more important and relevant objections to their existence, that is, those objections that I have classified as fundamentally "emotional" in nature, the chief of these being aesthetic objections. The major (as well as sole) aesthetic objection to auto graveyards is that they are ugly, that they offend our senses. If we examine each of our five senses in turn, we find that only two of them are of any consequence in relation to our subject: our olfactory sense (smell) and (obviously) our sense of sight. That the smell of an auto graveyard (that of gasoline, oil and other automobile-related smells) may be deemed offensive is not surprising, for many people dislike the smell of petroleum. But then there are also many that do like it, for tastes differ among people in regard to smell, just as they would on any other subject. To some, the smell of an auto graveyard is no more offensive than and the equivalent to the smell of a flower.

It should be apparent to you by now from the preceding that automobile graveyards are more than just piles of useless junk, to be lambasted and sneered at as "ugly". We should do well to examine in ourselves exactly what we mean by the word "ugly"; if auto graveyards are ugly in the same sense that a painting is ugly, for instance, or if we mean something entirely different. The same reasons why nearly anything may be looked at from an aesthetic viewpoint apply to auto

(Continued on page 12)
FEBRUARY 2006

Schedule of Events

February 2006

- **February is Black History Month**
- **February 1** In what would become a civil-rights movement milestone, a group of black Greensboro, N.C., college students began a sit-in at a segregated Woolworth’s lunch counter (1960).
- **February 1** National Freedom Day
- **February 3** The 15th Amendment was passed, granting blacks the right to vote (1870).
- **February 1-3** Accounting 3-day close
- **February 7** HEI Space Data Edit Window Closes
- **February 11** National Inventor’s Day
- **February 12** The National Association for the Advancement of Colored People (NAACP) was founded by a group of concerned black and white citizens in New York City (1909).
- **February 14** Valentine’s Day
- **February 17** FBS Cabinet Meeting, 9 a.m.-11 a.m., Eastern Campus, E3-2208
- **February 23** W. E. B. DuBois, important civil rights leader and co-founder of the NAACP, was born (1868).
- **February 24** Last Day to Remove Incomplete, Fall Semester 2005
- **February 25** The first black U.S. senator, Hiram R. Revels (1822-1901), took his oath of office (1870).
## March 2006

### Schedule of Events

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**March 1**  
Eastern Campus Roundtable  
9 a.m. and 3 p.m.  
East 2-120

**March 2**  
Academic Progress Reporting  
For Full Term (16 Weeks) Due

**March 8**  
Western Campus Roundtable  
9 a.m. and 3 p.m.  
G-04B

**March 12**  
Session A Ends

**March 13 – 19**  
Spring Break – No Classes  
Scheduled

**March 13**  
OPE Site Visit

**March 14**  
OPE Site Visit

**March 14**  
Session A Final Grades Due

**March 15**  
OPE Site Visit

**March 15**  
Metro Campus/WEDD Roundtable  
9 a.m. and 3 p.m.  
Metropolitan Room

**March 16**  
OPE Site Visit

**March 17**  
FBS Cabinet  
9 a.m. to 11:00 a.m.  
UTC 229

**March 17**  
St. Patrick’s Day

**March 20**  
Session B Begins

**March 24**  
District Office Roundtable  
9 a.m.  
Boardroom
**Construction Update — Denise Poelking**

**College-Wide Projects**
- **Elevator Upgrades** – Work is 76% complete. Project is expected to be complete by June 30, 2006.
- **Exterior Wayfinding Signage** – Construction contracts for this project were awarded at the January 26, 2006 Board meeting. Request for release of funds from the State is in process. Work is to take place in the Summer of 2006 and is projected to be complete by September 1, 2006.
- **Mechanical System Replacement** – Year-1 work is 97% complete, and contracts for Year-2 work (Metro Building H, Building E and UTC; West Building A and Crile) were awarded at the November 28, 2005 Board of Trustees Meeting. The mechanical equipment is on order and the College is petitioning the State for release of funds for the construction contracts.
- **Homeland Security Command Center** – a design and construction administration contract for this project was awarded at the January 26, 2006 Board Meeting.

**Eastern Campus**
- **Window Wall Replacement** – Project 95% complete. Currently working on punch-list items.
- **Masonry Restoration** – Project is 99% complete. Currently working on punch-list items.
- **East 3 Building and Site Renovation** – a design and construction administration contract was awarded for this project at the January 26, 2006 Board Meeting.

**Western Campus**
- **Building "A" Expansion** – Currently in final design review phase.
- **Academic Programming & Facilities Master Plan** – a contract was awarded for all work related to the development of the master plan at the January 26, 2006 Board Meeting. Work on this project is expected to take 12 months.
- **Roadway/Parking Lot Renovations** – a design and construction administration contract was awarded for this project and the January 26, 2006 Board Meeting.

**Metropolitan Campus**
- **S&T 3rd Floor Renovation** – Project is complete.
- **Expansion Joint Replacement, Phase 5** – Project is substantially complete. Project will be completed and closed-out when the weather breaks in Spring.
- **Door Replacement** – Project is substantially complete. Currently working on punch-list items.
- **Exterior Building Restoration** – Project is 96% complete.
- **Center for Innovation in the Arts** – Programming is complete. Currently in the schematic design phase. Design and Construction Management contracts were awarded for this project at the January 26, 2006 Board Meeting.
- **Hospitality Management Renovation** – Programming is complete, and project is currently in the site selection phase.

**Blood Shortage — Pam Katkic**

Please Give
There is a significant need for blood across the nation and in Northeast Ohio. The need for blood is increasing at a faster pace than people are donating. Unless more donations are received soon, many local patients may be at serious risk. These could be our family and friends. Please consider donating blood and/or platelets.

The criteria for donating both blood and platelets:
- At least 17 years of age
- Weigh at least 110 pounds
- General good health
- Valid photo identification

In addition, when donating platelets:
- Aspirin free for at least 48 hours prior to donating
- Free of any medication that affects platelets function such as Plavix for at least 48 hours prior to donating
- No allergies to citrus fruit.

Please visit [www.redcrossdonor.org/eventsdetail.asp?ID=6](http://www.redcrossdonor.org/eventsdetail.asp?ID=6) for local BLOOD donation sites.

Please visit [www.redcrossdonor.org/platelet.asp](http://www.redcrossdonor.org/platelet.asp) for local PLATELET donation sites.
Champion listed at the end of this newsletter. If you are interested in becoming a criteria team member or would be interested in setting up training sessions, please contact Jackie Boehnlein (ext. 3479) or Lisa Sheldon (ext. 4859).

If you would like more information regarding Self-Management Coaching or would be interested in setting up training sessions, please contact Jackie Boehnlein (ext. 3479) or Lisa Sheldon (ext. 4859).

## Criteria Team Updates

### Team 1 – Leadership (Quality Assurance Steering Committee)
- Reviewed Action Projects; discussed OPE site visit specifics; discussed current and future projects and their relationship to the environment.
- Name the Newsletter vote; reviewed the cabinet agenda for next cabinet meeting.

### Team 2 – Strategic Planning
- Working on succession planning process.

### Team 3 – Customer and Market Focus
- Reviewing data from Customer Satisfaction Survey in order to determine strengths, weaknesses, and opportunities for improvement.
- Document and utilize Customer Relationship Management (CRM) processes; begin standardizing measurement tools, reports to roll up data for CRM data analytics.

### Team 4 – Measurement, Analysis and Knowledge Management
- Currently working on creating a balanced scorecard for each business unit in FBS; working on updating division BSC (Balanced Score Card) for month of January; reviewing current BSC metrics and full incorporation of revised FBS BSC into division including: Annual Strategic Planning, Execution Excellence, Organizational Learning; develop KPI (Key Process Indicator) data collection structure (SAS) to facilitate update of FBS BSC and supporting documentation — incorporate data book data/documentation.

### Team 5 – Human Resources
- Reviewing data from Customer Satisfaction Survey in order to determine strengths, weaknesses, and opportunities for improvement.
- Document and utilize Customer Relationship Management (CRM) processes; begin standardizing measurement tools, reports to roll up data for CRM data analytics.

## Training Update—PDCA Project Teams Participate in Process Mapping

As part of the PDCA process, the three teams (Accounting Charge-backs, Book Center Procurement Process, and Logistics ICM) currently working on a PDCA project participated in process mapping training sessions. One of the first things each team needed to define at the beginning of the training was when a process begins and when it ends. Once the beginning and end were determined, then all the departments the process touched mapped their processes, step-by-step. The teams used the swim-lane method to map their processes (the swim lane looks like a music staff without musical notes on it, and each department had their own lane). Post-it notes with each step in the process written on them, were placed in the appropriate lane in the order in which the steps occurred in the process. This helped the teams see each department’s processes, and the relationship between these processes and main process being mapped. Another component of this training enabled the teams to identify issues, Potential Solutions, Lightning Strikes (a solution that can occur quickly), and Parking Lot items (issues that are not within the scope of the team charter, but might be interesting to pursue at a later date). If you would like more information regarding the three teams currently working on a PDCA project, or the PDCA process in general, follow this path:

```
K:drive/Finance & Business Services/BEST/Training/Class-Workshop Information Activity Form.doc
```

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.

---

### New Members
- **Peter Mac Ewan**, District Office, Vice President for Facilities Planning and Capital & Construction
- **Mychal Manson**, Metropolitan Campus, Driver, Logistics/Mailroom
- **Ron Masal**, Eastern Campus, Yard Maintenance Mechanic Helper, Building Maintenance

### Promotions and Transfers
- No promotions or transfers to report this month

### Retirements
- No retirements to report this month

### Resignations
- No resignations to report this month
### FBS Cabinet Members

<table>
<thead>
<tr>
<th>Team</th>
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| Team 1 | Quality Steering Committee  
Lisa Sheldon—Champion  
John Black  
Jackie Boehnlein  
Marcia Dickinson  
Todd Kinzer  
Janet Mann  
Denise Poelking  
Mark Polatajko  
Jeff Sako  
Bonnie Sams  
Tom Somerville |
| Team 2 | Strategic Planning  
John Black  
Jackie Boehnlein  
Marcia Dickinson  
Todd Kinzer  
Janet Mann  
Denise Poelking  
Mark Polatajko  
Jeff Sako  
Bonnie Sams  
Lisa Sheldon  
Tom Somerville |
| Team 3 | Customer and Market Focus  
Jeff Sako-Champion  
Frank Polace-Co-Champion  
Jackie Boehnlein  
Warren Hauser  
Ann Kristof  
Laura Herskovic  
Bob Shreffer  
Vanessa Traylor  
Don Whitely |
| Team 4 | Measurement, Analysis and Knowledge Management  
Tom Somerville—Champion  
John Black—Champion  
Carole Cox—Co-Champion  
Stephanie Harrison  
Brian Krejci  
Bridget Piotrowski  
Rob Stuart |
| Team 5 | Human Resources Focus  
Tom Somerville  
Greg Klayber  
Nicole Canter  
George Dalton  
Don Gasler  
Mary McQueen  
Lillian Welch  
Roy Whitmore |
| Team 6.1 | Core Processes  
Todd Kinzer – Champion  
Pam Katkic – Co-Champion  
Paul Brusk  
Ellen Chen  
JoeAnn Warren-Bey  
Jason Puhlman  
Scott Seidel |
| Team 6.2 | Support Processes  
Bonnie Sams—Champion  
Colleen Davis  
Larry Ferrell  
Albie Kaufman  
Clare Larca  
Sharrie Landers  
Tom Madigan  
Frank Polacle  
John Soworowski |

### Communications Team Members

- Dion Corrigan  
- George Dalton  
- Don Fackelman  
- Pam Katkic  
- Ann Kristof  
- Pete Mikulec  
- Denise Poelking  
- Andrew Prietas  
- Vanessa Traylor
BEST Speak

We are continually bombarded with the term “metric”. Here a metric, there a metric, everywhere a metric—you get the idea, but what the heck is a metric? According to The American Heritage Dictionary of the English Language (fourth edition), a metric is a standard of measurement. So simple, so scary—but what if it’s the wrong metric??? Metrics provide the means to: (1) determine the performance of our processes; (2) set meaningful improvement targets; and (3) measure whether improvements to the process really made a difference. Metrics can measure quality, timeliness, efficiency, or cycle time. Since a metric is a standard of measurement, the following “Measurement Checklist” might be helpful in determining if the metric you are considering is worthwhile:

1. What is being measured?
2. Why is it being measured?
3. How will the data be gathered?
4. Who will gather it?
5. How will it be reported?
6. Who will report it?
7. Who needs the information?
8. How will it be disseminated?
9. What action will be taken?
10. Who will take action?
11. Who is the Process Owner?

In the inimitable words of Henry Ford, “You can’t manage what you can’t measure.”

We would like to thank Strategic Management Consulting Group for providing the PowerPoint presentation from which we shamelessly borrowed information for this article.

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Kudos (continued from page 1)

to thank you for your pleasant attitude and quick response to my need to copy a lot of material that I needed for Monday.”

UTC

Aramark

Jan Holmok sends thanks to Ken Hutchinson, Catering Captain of Aramark and his Staff for “the great job you and your folks did for the WEDD/Corporate College Convocation. You have done such a great job on my events, I am grateful. You exceeded my expectations! Thanks again.”

Metropolitan Campus

Plant Operations

Dave Calaway sends thanks to Joe Poelking and Staff. “I just wanted to thank you for your quick, professional and successful response to our dilemma. The Assessment Center was unable to access the Distance Learning tests locked in the file cabinet, which obviously prevented students from being able to take their final exams. All went well and Developmental Education owes you and your staff a heartfelt “job well done!”

District Office

The Eastern Campus Business Office staff sends Special Thanks to Donna Smith, LaTonya Kirby, Brian Krejci and Edward McCauley of the FBS at District for volunteering their time in assisting us during the registration rush period. We really appreciated it!

Criteria Team Updates (continued from page 8)

Team 6 – Process Management (Team 6 has been separated into to Team 6a – Core Processes, and Team 6b – Support Processes) - Currently addressing department core processes and identifying FBS core and core support processes; training for continuous improvement tools; identifying processes that are documented; reviewing gaps in OPE application and linking all to critical systems; identifying and selecting tools needed for documenting process in uniform manner; identifying and selecting process training team for use of tools; select and document Leadership system; development of Leadership system-train key management team on software for leadership system; Assessment of Anchor Systems-determine method/tool to document 2-6 core processes through consistent method and document; Assessment of 27 Systems identified in Criteria.

All team meeting minutes can be accessed by following this path: 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 on page 9.
Birthdays

February 2006

District Office
Judy Lucas, Systems, Budget & Mgmt. Support, February 17
Donna Smith, Accounts Payable, February 20

Eastern Campus
Lynn Walker, Child Care Center, February 7
Alzada Wright, Child Care Center, February 12
Christopher Somerville, Building Maintenance, February 25

Metropolitan Campus
Michael Forrestal, Building Maintenance, February 28

Western Campus
Joan Fox, Child Care Center, February 5
Patricia Buckingham, Plant Administration, February 8
Ronald Krepina, Building Maintenance, February 17
Ruth Zothner, Custodial Services, February 22

If you would like to have your birthday included in future newsletters, please e-mail or snail-mail (hard copy) Denise Poelking, Capital & Construction/Operations, District with the following information: Your name, your department name, campus/site, and the month and day of your birthday (please do not include the year), and we will add your name to our list. Happy Birthday to all of our February celebrants!

Favorite Quotes

“Once the avalanche has started it is too late for the pebbles to vote” - Kosh Naranek
(submitted by Dion Corrigan)

“We've grown too conservative, too hierarchical, too resistant to change and new ideas.” - Mark Fields, Ford Motor Co. President
(submitted by Andrew Prietas)

“'I've always wanted to be somebody. Next time I'll be more specific.’” - Lily Tomlin
(submitted by Ann Kristof)

“The best way to predict the future is to create it.”
- Peter Drucker
(Submitted by Frank Polace)

“To give real service, you must add something that cannot be bought or measured with money, and that is sincerity and integrity.”
- Douglas Adams, Writer
(Submitted by Pamela Katkic)

“I couldn't wait for success, so I went ahead without it.”
- Jonathan Winters
(submitted by Ann Kristof)

“'If you think you can do a thing or that you cannot do a thing, in either case you are right.’”
- Henry Ford
(Submitted by Frank Polace)

Thank You from Center for Families and Children
- Denise Poelking

Frank Polace, Coordinator in Capital & Construction at District received a thank you letter from Lee Fischer, President and CEO, and Rosalind Thompson, Chair of the Board of Trustees for the Center for Families and Children. The letter read,

“On behalf of the Board of Directors, staff, and clients of the Center for Families and Children, we want to express our heartfelt thanks to the Division of Finance and Business Services for its generous contribution to our 2005 Adopt-A-Family for the Holidays Drive. Your gifts of winter outerwear, clothing, and special gifts have truly brightened the holidays for the two client families you adopted. It is especially meaningful to serve those families that depend on us to help during this time of year. Friends like you make it all possible. Again, thank you for your support.”

KUDOS to Frank for leading the way on this, and also to all of FBS for your compassion and generosity.
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.

Monthly Contest—Brain Teaser

Here is your chance to win 1 of 2 $10.00 gift cards to Dave & Busters!
Solve the following puzzle (don’t forget to include your explanation!)

These words follow a logical progression
DRAMA
RABBI
CYCLE
IDLED
TENSE
AFFIX

Which of these would be next (and why)?
HATCH
FLUTE
MEDIA
WIGGLE

To win:
send your answers to Ann Kristof (ann.kristof@tri-c.edu)

2 Winners will be selected at random from the correctly submitted entries. Winners will be notified via e-mail and the answer with the names of the winners will be posted in the March 2006 FBS Newsletter.

5S (continued from page 3)

concentration of our model storage space. None of these labs require the use of natural gas, and we are able to shut down the gas supply for 50% of the lab space. This change also improved safety in our work area. We are in the process of dedicating the three labs located at the west end of the wing, to courses in our curriculum that require natural gas usage and more chemically based experiments.

• An alphabetical tote tray system which previously stored small supplies has been replaced with a bin organization system. This new bin organization system encompasses approximately 25% of the space of our old system, and provides a more efficient use of space above the counter top work area. The old tote tray cabinets were moved to labs where they are used by the students as glassware trays.

• The newly open space in our prep room enabled us to re-orient our glassware shelves, which improved accessibility to the dish washing area. By moving these shelves, we widened the hall way which spans the entire length of the department, enabling us to have complete visibility from one end of the wing to the other. An added benefit of the widened walkway space is that we were able to increase cart storage space. In the remaining space, we created an area dedicated to creative conferencing and project productivity.

• With the expected completion of the new Health Careers addition in the spring of 2007, we are now in a position to utilize the space we have been sharing with SPA in laboratory A238. Our hope is that this laboratory can be used to capitalize on the recent partnership Professor Terry Greathouse has forged with the Cleveland Metroparks and their Westcreek Preserve project. Our hope is to create a Biology Majors laboratory with access to the greenhouse, and a focus on ecology and land reclamation.

The Prattler - (continued from page 5)

graveyards as well, for anything and everything can be beautiful in themselves, it merely takes a small amount of "perceptive effort" on our part to view it as such objectively. In closing, let me say that we all should at least attempt to look at automobile graveyards from an aesthetic point of view, since they do mankind no direct or indirect harm, unlike smelly factories or other ecological hazards. Automobile graveyards aren't going to rust away overnight, so we may as well appreciate them.

Editor/Editorial Director: Denise Poelking
Executive Editor: Ann Kristof
Copy Editor/Artistic Director: Dion Corrigan
Editorialist: Greg Klayber
Book Reviewer: Jackie Boehnlein
Editorial Staff: George S. Dalton, Donald Fackelman, Pamela Katkic, Peter Mikulec, Andrew Priestas, Vanessa Traylor
Suggestions are welcome and may be directed to Denise Poelking, or Ann Kristof