



# iDMB

*A Newsletter for the Employees of the Department of Management and Budget*

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## Parking Office gets new focus, new location



Ruth Stevenson (center) assists a parking customer in the new office, while Tim Simpson (right) assists a customer on the phone.

very stressful for employees; it's our job to alleviate some of that stress."

Aside from their renewed focus, another aspect that will help increase customer satisfaction is the Parking Office's new office location. The parking office has moved to the first floor of the Hannah Building and has extended its hours of operation. These changes provide customers with a more accessible location as well as more convenient hours. The move also provides the office with badly need additional space to better serve more customers as well as allowing natural light to illuminate the office.

"You cannot underestimate the power of sunlight to make a room feel friendlier. I am sure our new location will add to the satisfaction of our customers," said Williams.

The new office, located off the lobby on the north side of the building, is visible from the plaza. Signs will be posted to direct parking customers. The new service hours are from 7 a.m. - 5:30 p.m.

One of the most visible DMB offices state employees come in contact with is the Parking Office. Over the past several months, the office, under the direction of **Marilyn Williams**, has renewed its emphasis on customer satisfaction by stressing friendliness, consistency and accommodation.

"Because we are the face of DMB to every state employee who parks in one of our lots we have to be empathetic to their needs and do what we can to accommodate them in a friendly manner," said Williams. "Parking can be

## Acquisition Services' strategic plan

Staff from all areas of Acquisition Services, as well as a representative from DMB's Financial Services, have been working for the past several months to develop a strategic plan. This effort is being lead by Acquisition Services Director **Kathryn Jones**, and facilitated by **Kathe Rushford-Carter**, Director's Office.

Proposed mission and vision statements have been developed. The mission statement is "deliver effective supply chain solutions to support state government." The vision is "excellence in service-streamlining supply chains to deliver best value."

The group completed an assessment process to create a current situation "snapshot" of the

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# News from the themes

## Grace's CBT Corner: Annual assessment tips

While reviewing IDP forms submitted to Organizational Services I have thought of several pointers for managers and supervisors as they complete the annual assessment with a rating of performance over the past cycle.

First, the most current versions of the four IDP forms (dated 6/5/02) are available on DMB's Web site at <http://www.michigan.gov/dmb/>. To get to the forms select *Employee Services* and then *Performance Management*. The four forms are in the section titled *Roadmap and CBT Forms*. Select the appropriate form for the employee's job classification. Before submitting completed IDP's to Human Resources replace the front page of each old version of the IDP and include all the necessary signatures, personal identification information, the type of rating period and the performance rating.

Second, when providing comments and examples indicating an employee's performance, use specific examples indicating what was demonstrated and

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## Safety With Judy: Stress on the job

Where might you find the greatest source of stress in your life? The answer: on the job. No matter how healthy you are, a stressful job can burn you out. Fortunately, you can manage job-related stress.

Is your job stressful? Think about the following statements:

- I think about work all the time, even when I go to bed.
- I skip lunch, breaks, even vacation days because I have a lot of work.
- If I do take lunch, I eat fast and get back to work.
- I frequently have tense muscles, clammy hands, stomach problems and/or headaches.

Excess stress can lead to occupational hazards, such as accidents, lost priorities, being rushed and being obsessed with the quantity of work. If you can relate to just one of the statements above, you may need to adjust your lifestyle to reduce stress.

Here are some tips for managing stress:

- Share your stress by talking to others about what is on your mind.
- Take breaks and learn to fully relax.
- Release stress with exercise.
- Maintain proper rest and diet.
- Manage your time by setting priorities.
- Share your work if you cannot do it all.
- Have fun. Schedule time for yourself.
- Participate, help others, and cooperate.
- Avoid taking medications to eliminate stress temporarily.

You can work safely if your stress is under control.

*Judy Ferrigan is iDMB's Safety and Health columnist. Her column appears monthly.*

## Acquisition Services' strategic plan, [continued from page 1](#)

organization. This process involved gathering data and applying analytical tools to determine Acquisition Services' strengths, weaknesses, opportunities, and threats (SWOTs). The assessment tasks were divided into four segments: financial, customer, operations and employee.

The resulting assessment data revealed that Acquisition Services faces 145 SWOTs. The SWOTs were then used to develop a strategy map, which will enable Acquisition Services to articulate its strategy through a series of cross-functional relationships.

Implementing supply chain management involves looking at more than the purchase price of an item. With the evolution of supply chain management, Acquisition Services now also includes administrative, transportation, storage, service contract, and disposal or recycling costs.

State agencies will be hearing more about this trend toward supply chain implementation in its dealings with Acquisition Services as they strive to provide effective solutions for their customers' purchasing, transport, storage and disposal needs.

# Employee happenings

## Correspondents:

### Acquisition Services

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*iDMB* is an electronic newsletter produced on a monthly basis by Organizational Services for the employees of the Department of Management and Budget.

If you have questions or comments please call (517) 335-5283.

## 2002 State Employee Combined Campaign

The 2002 State Employees Combined Campaign (SECC) is underway and DMB is more determined than ever to raise record-level contributions. Employees are asked to help "grow the campaign" as never before. The campaign kicked off on September 10 and runs through November 8. DMB's 2002 campaign goal is to raise \$94,400, 10 percent more than 2001.

This year each state department is competing in the SECC's Capitol Cup Challenge. Departments with less than 1,000 employees are competing in the Platinum Division and those with more than 1,000 employees, including DMB, are in the Diamond Division. The department that collects the largest per capita gift in each division will be the beneficiary of a traveling, engraved silver bowl. But the ultimate beneficiaries are the people throughout the state who are served by the programs funded by this campaign.

"Last year Retirement Services contributions increased 93 percent, which is incredible! This year we would like everyone to help us increase DMB's donations by 10 percent," said **Trish McKenna-Ley**, DMB's SECC department coordinator. "Remember a pledge of only \$2 per pay period will go a long way."

Trained volunteers are available throughout DMB offices to answer your campaign questions. SECC payroll deductions will begin January 2003.

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## Grace's CBT Corner: Annual assessment tips, [continued from page 2](#)

when, patterns of behavior that were repeated, and effectiveness.

Third, on the Training and Career Development Plan (last page of the IDP) be sure to include the name of the specific training targeted and the related competency(ies) in Part B. In Part A, rate the training effectiveness if the employee actually attended the training. If the targeted training identified was not completed during this assessment cycle it may be carried over to the new IDP for the next assessment cycle.

Last, when identifying functional competencies for the next assessment cycle make sure to identify necessary applied knowledge, skills and abilities. Avoid listing tasks or functions.

If you require assistance or would like an Organizational Development representative to meet with you regarding identifying competencies, you can contact OD at (517) 335-5283.

*Grace Bonofiglio is iDMB's CBT columnist. Her column appears monthly.*

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## Murray family expresses thanks

**Irene Murray**, Financial Services, and her family would like to thank everyone for their support during the recent loss of her husband, longtime DMB employee **Larry Murray**.

"We would like to express our sincere thanks to our friends and coworkers for the prayers, cards, food, flowers, support and acts of kindness shown to us during his illness and passing," said Murray. "You helped make a difficult time easier."

**COMPUTER  
WORKSHOPS**  
HAVE A QUESTION ON MICROSOFT  
OFFICE OR GROUPWISE?  
DROP IN TO THE DMB TRAINING  
ROOM, FIRST FLOOR - OTTAWA  
BUILDING, ANY FRIDAY FROM  
8:30- 12 FOR TIME  
WITH AN INSTRUCTOR.