



STATE OF MICHIGAN
DEPARTMENT OF INFORMATION TECHNOLOGY
LANSING



JENNIFER M. GRANHOLM
GOVERNOR

TERESA M. TAKAI
DIRECTOR

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TO: Department Employees

FROM: Teri Takai

SUBJECT: Quality and Excellence in the Workplace

I've thanked many people during the recent round of town hall meetings, but I wanted to take a moment to correspond to all of you to let each of you know how much I appreciate the quality of the job that you do. The quality of our work ties directly to one of our core values, which is excellence. The excellence and quality of the work that we do impacts directly on the citizens of Michigan and the client agencies that we serve.

The importance of quality in our work is brought to light time and time again. Whether it's a failure in a file/print server that stalls operations at the Secretary of State branch offices, or a human failure that results in a bad batch of renewal notifications for vehicle registrations, or whether it's an error in the processing of food stamps, the quality of our work has a direct impact on life in Michigan.

Part of the frustration we all share is that the quality of our work can be excellent 99% of the time, but we tend to only hear about the 1% of the time when the quality may have slipped. Unfortunately, that's the nature of our environment as a service provider. I encourage each of you to remain focused on quality and excellence, knowing our work impacts the lives of the great people of Michigan. Never underestimate the importance of quality in what you do each and every day.

We have all been feeling the burden of added responsibility in these budget times. I am asking each of you to remain vigilant, engaged and focused on quality. Under the pressure to do more with less, it is a formidable challenge to say the least, but one that I know we can win. Thank you again for bringing excellence and quality to all that you do.