
MIOSHA

Michigan Occupational Safety and Health Administration (MIOSHA)
Department of Labor and Economic Opportunity (LEO)

AGENCY INSTRUCTION

DOCUMENT IDENTIFIER:
MIOSHA-ADM-10-4R3

DATE:
January 22, 2024

SUBJECT: Comment/Suggestion Card for MIOSHA Services

- I. Purpose. To provide a system to obtain customer feedback on the level of service provided by MIOSHA staff and how well the objective of the “Connecting MIOSHA to Industry” initiative is being met. The card also compliments the “Customer Survey” developed for Strategic Plan Goal 3.1 (Foster a culture of integrity, inclusion, teamwork, and excellence to strengthen confidence in and delivery of MIOSHA services.).
- II. Scope. The MIOSHA Comment/Suggestion Cards will be used by the General Industry Safety and Health Division (GISHD), the Construction Safety and Health Division (CSHD), the Consultation Education and Training (CET) Division, and the Technical Services Division (TSD). GISHD, CSHD, and CET will use the same version of the Comment/Suggestion card.

The MIOSHA Appeals Section may also use cards as appropriate.
- III. References. [MIOSHA Strategic Plan FY 2024 - 2028 Summary](#); Strategic Goal 3.1
- IV. Distribution. MIOSHA Staff; Federal OSHA; S-drive Accessible; MIOSHA Messenger; and Internet Accessible.
- V. Cancellations. All previous versions of this agency instruction.
- VI. Next Review Date. This instruction will be reviewed in five years from date of issuance.
- VII. History. History of previous versions include:

MIOSHA-ADM-10-4R2, September 19, 2018
MIOSHA-ADM-10-4R1, August 3, 2015
MIOSHA-ADM-10-4, August 10, 2010
MIOSHA-MEMO-ADM-06-2R1, April 25, 2007
CET-MEMO-ADM-06-1, June 5, 2006
MIOSHA-MEMO-ADM-06-2, April 24, 2006
- VIII. Contact. [Barton G. Pickelman](#), Director
- IX. Originator. Barton G. Pickelman, Director
- X. Background. MIOSHA staff provide skilled service and quality assistance to Michigan employers and employees on a daily basis. Each year thousands of employers and employees have contact with MIOSHA personnel. Oftentimes those interacting with MIOSHA provide positive feedback to the staff person providing the service or have suggestions for improving program effectiveness. However, there had not been a simple, ongoing way to collect feedback on the level of service provided.

To help ensure the program continues to be responsive and is useful, the MIOSHA Strategic Plan for FY 1999-2003 included a goal of ensuring that “Ninety percent of

employers and workers receiving a MIOSHA intervention rate their experience as useful in identifying and correcting workplace hazards and exposures.”

XI. Significant Changes.

- A. Updated the reference to the current MIOSHA Strategic Plan FY 2024 - 2028 Summary. See Section III. References.
- B. Removed hard copy green cards (RSS only). See Section XII. Distribution of Comment/Suggestion Cards, C. Hard Copy Green Cards (RSS only).
- C. Deleted Appendix B. (Blue and Green Cards) MIOSHA Comment/Suggestion Card Radiation Safety Section.
- D. Updated language to reflect data entry will be performed by Administration staff. See XIV. Procedures have been established for processing completed cards and providing MIOSHA Administration with a summary of the responses.

XII. Distribution of Comment/Suggestion Cards. Each division may distribute two cards with the same input fields but designed using different colors to identify the route of distribution for each inspection, intervention, or investigation. Blue and green cards are distributed by CET, CSHD, GISHD, and RSS.

- A. Hard Copy Blue Cards. CET, CSHD, GISHD and RSS field staff will be supplied with blue cards to distribute to employees or employers during the site visit, at their discretion. The field staff or designated administrative support staff will fill in the date, the field staff member’s name, and division (CET, CSHD, and GISHD only). Inclusion of the company name (CET, CSHD, and GISHD only) or facility name (RSS only) is optional. The blue cards will be more indicative of the comments for the field staff. See [Appendix A](#) for CET, CSHD, and GISHD card example.
- B. Hard Copy Green Cards (CET, CSHD, and GISHD only). Employers will be mailed a green card along with the final letter that is sent after the inspection (e.g., mailed with the final close-out letter after the employer has been assisted through the abatement process). The administrative support staff responsible for mailing the final letter at the conclusion of an investigation will fill in the date, the field staff member’s name, the division, and the company name. The green cards will be more indicative of the comments for the overall interaction with MIOSHA.
- C. Electronic Green Cards (CET, CSHD, GISHD, and RSS only). An electronic card may be sent to employers who provide valid email addresses. Administrative support staff responsible for emailing the final letter at the conclusion of an enforcement or consultative intervention will include an electronic version of the green Comment/Suggestion Card. See [Appendix B](#) for an example of the electronic green card used by CET, CSHD, GISHD, and RSS.

The electronic green cards have seven required fields that must be completed before the “Email Form” button on the card will work. These seven pieces of information are the minimum needed to submit an entry in the Agency Comment/Suggestion card database.

The first three input fields on the form are to be completed by the customer by selecting a response from a dropdown list. The other four required fields will be completed by MIOSHA staff before the form is emailed to the customer. These fields include “Date of Intervention,” “MIOSHA Representative,” “MIOSHA Division,” and “Company Name.” If there was a second MIOSHA Representative involved in the inspection or intervention, the “Second MIOSHA Representative” and “Second MIOSHA Division” fields will also be completed by MIOSHA staff before the card is saved and emailed to the customer.

Procedure for Completing an Electronic Green Card.

1. Open the appropriate file (CC_Green_12042013.pdf) from the folder S:\Public\Forms\Agency\Comment Cards. The numeric portion of the file name may change due to future revisions.

Note: Always copy the file from this location to ensure you are using the most current version.

2. Complete the following form fields:
 - a) Date of Intervention
 - b) MIOSHA Representative
 - c) MIOSHA Division
 - d) Company Name
 - e) If there was a second MIOSHA Representative involved, also complete the “Second MIOSHA Representative” and “Second MIOSHA Division” fields.
3. Choose File/Save As or click the Diskette Icon on the toolbar to save the file in a new location with a new descriptive name including the division and date (e.g., GISHD_Acme_Widgets_12-03-2013). Hyphens, spaces and underscores can be used, but slashes (/ or \) are not allowed in file naming.
4. Address the closing email to the customer and attach the saved file to the email.
5. When the customer completes the form they will use the “Email Form” button to return the form to the MIOSHA-Comment-Cards mailbox. If the customer emails the form back to the MIOSHA representative, the representative will forward the customer’s email to MIOSHA-Comment-Cards@michigan.gov without opening the attachment. Always treat cards with customer responses as confidential information.

- D. Necessary Information for Processing Cards. The following information is necessary for processing the comments and suggestions received. The cards will have the date (“Intervention Date” CET, CSHD, GISHD and RSS only), company name (CET, CSHD, and GISHD only), Facility Name (RSS only is optional),

name of the MIOSHA representative, and their division on the cards at the time of distribution. Less favorable comments may be affected by the reason for the intervention, circumstances surrounding the intervention, or the extent of the citations and/or penalties issued. Therefore, comments must be correlated with interventions in order to better understand the nature of the comments.

- XIII. The hard copy postage paid cards will be mailed to Lansing for processing. The electronic versions of the card will be returned by the customer as an attachment to an email addressed to MIOSHA-Comment-Cards@michigan.gov.
- XIV. Procedures have been established for processing completed cards and providing MIOSHA Administration with a summary of the responses. Data entry will be performed by Administration staff and processed cards will be forwarded to the identified division, section, or program for review and distribution to the appropriate MIOSHA field staff. Copies of cards with comments that affect other divisions, sections, or programs will be shared with the affected business unit. A report containing contact information from the hard copy cards, for those customers that wish to be added to MIOSHA GovDelivery email lists, will be emailed to the appropriate division, section, or program.
- XV. Effects on Performance and Training. Feedback provided on the comment/suggestion cards will not be negatively referenced during MIOSHA staff's annual performance reviews. Feedback from the comment/suggestion cards will not be the basis for disciplinary action. If there is a trend of constructive comments received, the information could be used to provide informal feedback to an individual or group.

Appendix A (Blue and Green Cards)



MIOSHA Comment/Suggestion Card



How would you rate your overall experience with MIOSHA? Useful Not Useful
Did you find the staff to be knowledgeable about employee safety and health issues? Yes No
Did the staff explain how to correct the safety and health hazards they identified? Yes No N/A

Based on the MIOSHA intervention, did you implement specific changes in your workplace, for example, updated a policy/written program, conducted safety/health training, corrected safety/health violations, established hazard recognition system, etc.? Please be specific: _____

What can MIOSHA do better? _____

Optional information

Company Name: _____ Contact Name: _____

Telephone: _____ Email: _____

I would like to receive electronic announcements on: Consultation Education and Training (CET) MIOSHA Standards Updates

Date: _____ MIOSHA Representative(s): _____ Division: _____

Appendix B



MIOSHA Comment/Suggestion Card



How would you rate your overall experience with MIOSHA?

Did you find the staff to be knowledgeable about employee safety and health issues?

Did the staff explain how to correct the safety and health hazards they identified?

Based on the MIOSHA intervention, did you implement specific changes in your workplace, for example, updated a policy/written program, conducted safety/health training, corrected safety/health violations, established hazard recognition system, etc.? Please be specific:

What can MIOSHA do better?

Date of Intervention:

MIOSHA Representative

MIOSHA Division

Second MIOSHA Representative

Second MIOSHA Division

Optional Information

Company Name: Contact Name:

Telephone: Email:

The mission of MIOSHA is to help protect the safety and health of Michigan workers
Please visit www.michigan.gov/MIOSHA to learn more about the diverse range of services we provide to meet the needs of our customers
Please subscribe to MIOSHA's electronic mail lists by visiting <https://public.govdelivery.com/accounts/MILEO/subscriber/new?qsp=MILEO>
Please submit this completed form by using the "Submit" button at the top of this page. If the button does not open your email client, please save the completed form and attach it to an email address to MIOSHA-Comment-Cards@michigan.gov