Success Stories

◊ The Transportation Services “Drive Away Hunger” Food Drive was a huge success with over 120 donors donating more than 1,000 non-perishable items. Items were delivered to the St. Vincent de Paul in Hancock to be distributed locally.
◊ To help support Simple Kindness for Youth (SKY), Tammy Monette, Custodian, coordinated a successful returnable can drive on the 2nd floor of Wadsworth Hall. The effort raised $535, which will be used to help provide lunches to some of the less fortunate children in our local area.
◊ Bob Hiltunen, Director of Auxiliary Services, was awarded the Outstanding Staff Award at the annual Greek Life Awards Ceremony on April 12, 2015. Criteria for nomination included dedication to supporting students and helping them succeed both inside and outside the classroom, passion for working with students, and promoting and inspiring Michigan Tech values of community, scholarship, possibilities, accountability, and tenacity. There is no doubt to those of us who work with and know Bob that he truly embodies all of the criteria.
◊ Mount Ripley had between 14,000 and 15,000 student skier visits this past season. These visit were from 2,470 unique students here at Michigan Tech. These numbers are in line with student usage over the last several years and students will be asked to complete the annual end of year survey. The survey provides important feedback to the Mount Ripley crew as they plan for the upcoming season.
◊ Ruth Archer, Manager of Process Improvement, travelled to Michigan State University to work with the Demmer Center for Business Transformation Director Jim Manley. This provided Ruth with the opportunity to learn more about their Lean Intern Program as well as share information about the structure of Michigan Tech’s continuous improvement office and its campus initiatives. While there, Ruth was also able to give several presentations.
◊ Tammy Monette, Custodian, coordinated the 2nd Annual Operation Trash into Treasure for the 2nd floor Wadsworth hall on move-out weekend. Gently used clothing, non-perishable food items, and returnable cans and bottles were collected in marked receptacles. All proceeds were donated to 31 Backpacks.
◊ Several managers from Dining Services attended the Reinhart Food Show in Green Bay. They had the opportunity to try some new food items and view new equipment and supplies.
◊ All non-student employees from Dining Services, Memorial Union, Merchandising, Mount Ripley, Portage Lake Golf Course, Public Safety & Police Services, Ticketing Operations, Auxiliary Operations, Human Resources, and the Office of Continuous Improvement attended the Annual Professional Development Retreat on May 4, 2015. The day was filled with learning sessions with themes in Communication, Customer Service, and Continuous Improvement.
◊ Ann Kitaliong-Will, Executive Director, Business Operations, and Madeline Mercardo-Voelker, Visa & Immigration Coordinator, attended the 2015 College and University Work Family Association (CUWFA) Annual Conference and attended sessions that focused on reshaping the work and learning environment for faculty, staff and students.
◊ Bob Hiltunen, Director of Auxiliary Services, attended a collective bargaining workshop held by the Copper Country Intermediate School District. Bob serves on the University’s negotiating team for AFSCME contracts.

New Initiatives & Improvement Work

A.E. Seaman Mineral Museum
◊ The A.E. Seaman Mineral Museum is partnering with the University of Michigan to preserve the legacy of a historic mineral collection. The Michigan Tech museum will curate and exhibit the U of M Collection. This unique arrangement provides for shared ownership and responsibility to preserve the legacy of the University of Michigan mineral collection.
**Auxiliary Services**
- The Portage Lake Golf Course opened for play on April 27, 2015, three weeks earlier than the past two years. Annual passes, punch cards, daily greens fees and much more are available, and Michigan Tech employees can save money by utilizing their TechFit benefits. For more information visit the [PLGC Website](#).
- Mount Ripley is progressing with plans for a new chalet. The conceptualized drawings expand the chalet to improve space and services for customers. They are also working on the final build work for the tubing park.
- Facilities Management will begin work soon to conceal the dishroom window in the seating area of Wadsworth dining Hall.

**Business Operations**
- The University Policy Office (UPO) would like to announce the issuance of [Policy 2.5006 Use of Reserved University Outside Grounds](#). Student Activities, Facilities Management, and Public Safety and Police Services have collaborated to develop and issue this new policy. The policy is intended to provide guidelines for affiliated and non-affiliated groups and persons who wish to use designated outside areas on Michigan Tech's campus. This new policy also covers Distribution of Promotional Materials and will replace [Policy 2.5004 Distributing of Promotional Materials](#).
- Ann Roth has recently finalized the conversion of the Faculty Handbook into the Rhythmyx CMS system and will be asking for review and feedback from a select group of those most familiar with the handbook.
- Pat Muller has joined the Business Operations team taking on the role of Special Assistant to the Executive Director.

**Facilities Management**
- Jerod Ledgerwood, Lead Operator, and Jim Schmierer, SFRES Forester, are in the process of reviewing the campus tree inventory, looking for diseases, noticeable stress, trimming requirements, and safety concerns. The collaborators will compile a detailed report following completion of the review.
- In order to alleviate stress for students during finals week, Transportation Services provided free parking at the metered spaces from April 27—May 1.
- Central Receiving is incorporating Lean concepts in order to keep organized and insure shipments are delivered in a timely manner. Examples of improvement work recently put in place include:
  - Designated shelving for packages being delivered (visual control that aids with determining staffing needs)
  - White Board tracking large items and/or pallets that need to be delivered organized by week (this allows Grounds to easily see Central Receiving’s needs so they can plan accordingly)
Both of these improvements will aid in communication between areas!
- Daniell Heights parking lot sweeping took place on May 11 and 12. Once complete Transportation Services will paint parking lines. All residences were notified in advance of this work.
- Facilities Management and Auxiliary Services are very excited about working together to improve our recycling habits on campus. There will now be a battery drop off site located at the bookstore in the Memorial Union Building. Any regular sized batteries can simply be dropped off at the bookstore check out, both by students and employees. Through coordination with Central Receiving, the batteries will then be sent out to the recycling company.

**Human Resources**
- Human Resources staff will be hosting the Michigan Chapter / College and University Professional Association for Human Resources (MI-CUPA) conference September 17 & 18, 2015 in Mackinaw City. If anyone has a presentation topic that they feel would benefit college and university Human Resources professional, please submit your break-out session topic online [HERE](#). The theme for this year’s event is *People, Process, and Performance: Bridging the Gap*.
- A project group has been assembled to develop and implement a comprehensive and welcoming onboarding program for all new faculty and staff. The bulk of the work will be done over the summer months. Human Resources will work with Business Operations to develop a comprehensive communication roll-out prior to the first session, which is scheduled to take place August 3, 2015.
- Welcome to New HR Staff members: Lori Hardyniec, Office Assistant in Benefit Services, and Lorraine Thoune, Manager, Payroll Services.

**Public Safety & Police Services**
- The Upper Peninsula Law Enforcement Law Enforcement Memorial Day Services take place annually in a different Upper Peninsula city. This year Houghton is honored to be the host city for these Memorial events. The event took place on May 15, 2015 and various departments across the Michigan Tech Campus have joined with Public Safety & Police Services to make this event a success. The event was held in the Student Development Complex (SDC) with Dining Services providing the food. Programs were provided by Michigan Tech Print Services. Approximately 125 officers from across the U.P. attended.
# LEAN at Michigan Tech

During the recent Supervisor Training Part 3, Theresa Coleman-Kaiser talked about **Lean Leadership**. I thought this particular concept is especially important for supervisors and managers when developing a winning team. While many companies focus on tools to create a successful work environment, the best way to transform an organization is by inspiring behavioral change. **Lean Leadership** fosters the development of a culture of continuous improvement through worker interaction, communication, and decision-making. The chart below offers some behaviors and actions that supervisors can use to cultivate a continuous improvement culture within their work teams.

<table>
<thead>
<tr>
<th>Lean Leadership Behaviour</th>
<th>Lean Leadership Actions</th>
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<tbody>
<tr>
<td>• Teach and engage teams</td>
<td>• Continuously ask for improvements</td>
</tr>
<tr>
<td>• Respect people</td>
<td>• Challenge the status quo</td>
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<tr>
<td>• Be process focused</td>
<td>• Control status towards objectives</td>
</tr>
<tr>
<td>• Support and recognize</td>
<td>• Ask what went wrong – not who made the mistake</td>
</tr>
<tr>
<td>• Guide and lead understanding of objectives</td>
<td>• Ask 5x why</td>
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<tr>
<td>• Commit to standards</td>
<td>• Always practice Go-Look-See</td>
</tr>
<tr>
<td>• Understand long term vision and principles</td>
<td>• Be effective and consistent in communicating</td>
</tr>
<tr>
<td>• Support the change process</td>
<td>• Do what you preach – Walk the Talk</td>
</tr>
<tr>
<td>• Lead by example</td>
<td>• Don’t accept deviation from agreed standards – react immediately</td>
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<tr>
<td></td>
<td>• Take the right containment actions and control their effectiveness</td>
</tr>
<tr>
<td></td>
<td>• Inspire people and motivate creativity</td>
</tr>
<tr>
<td></td>
<td>• Praise and recognize good work</td>
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</table>

Source: [Lean Leadership - The Invisible Force](#) by Thomas Thorsted & Peter Knorst

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# Save the Date

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 25</td>
<td>Memorial Day Holiday</td>
<td></td>
<td>Campus closed</td>
</tr>
<tr>
<td>June 1</td>
<td>Safe Place Training Steps 1 &amp; 2</td>
<td>1:00—3:00pm</td>
<td>MUB Alumni Lounge A</td>
</tr>
<tr>
<td>June 8</td>
<td>Staff Certification Training Part 1</td>
<td>9:00am</td>
<td>MUB Ballroom B1 &amp; B2</td>
</tr>
<tr>
<td>June 8</td>
<td>Safe Place Training Steps 3 &amp; 4</td>
<td>1:00—3:00pm</td>
<td>MUB Alumni Lounge A</td>
</tr>
</tbody>
</table>

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# Health & Safety News

**May is National Electrical Safety Month!** Here are some tips to keep in mind at work and at home:

- Check your electrical outlets and make sure they are not overloaded.
- Inspect electrical cords for wear or damage.
- Get rid of appliances or equipment whose cords spark when being unplugged.
- Keep liquids away from electrical items.
- Protect children by placing protective covers on unused outlets.
- When there is lightening, stay away from trees and get inside as soon as possible.
- DON’T ever touch a power line that is down...or anything the power line may be touching, such as a tree limb. No one can tell by looking at a power line if it is energized or not, and contact with a live power line can be deadly!

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See all issues of the Spotlight on Administration on the Vice President for Administration website