



April 21, 2000

Volume 3, Issue 19

**ORS Mission:**  
We deliver pensions related benefits and services to promote the future financial security of our customers.

**ORS Vision:**  
Fast, easy access to complete and accurate information and exceptional service.

## ORS Calendar

### April

Easter ----- 23rd  
Pension Paydate ----- 24th  
Spring Cleaning/Silly  
Clothing Day ----- 28th

### May

Public School Employees  
Board Meeting ----- 11th  
Judges Board Meeting  
----- 18th  
Pension Paydate ----- 24th  
State Employees Board  
Meeting ----- 25th  
Six Weeks to Wellness ends  
----- 26th  
Memorial Day ----- 29th

## All-Staff Meeting explores the future

This is the conclusion of the article begun in the last issue of the *LookOut* detailing the March 30, 2000 All-Staff Meeting.

ORS Director **Chris DeRose** finished the presentation by talking about becoming a Process-Based Organization. He explained that it will involve a significant difference from how we operate today, such as: delegating decision making and driving accountability to the staff actually managing the process, and managing organizational performance according to process metrics.

Chris talked about the steps involved in becoming a Process-Based Organization.

- ✓ the New Foundation Team (NFT) identified all the business functions and processes.
- ✓ the NFT then developed the ORS Business Function Model.
- ✓ the Leadership Team identified Business Process Owners (BPO's) and assigned accountability.

- ✓ the BPO's defined the process and identified inputs and outputs producing ORS Process Links showing the dependencies between the processes.

He explained why ORS is moving

toward becoming a Process-Based Organization. "It's because this is the best way to achieve our vision: Fast, easy access to complete and accurate information and exceptional service."

The next steps are to:

- ✓ identify and establish teams of Subject Matter Experts (SME's).
- ✓ continue to train the BPO's.
- ✓ implement.
- ✓ adjust.

Chris noted that BPO's would be meeting with all the SME's in the next week. He said the SME's are important because they will be working with the BPO's. This is not a reorganization," he said. "We will have the same organization. But that is not to say that we won't change in the future as needs change. But for the present, reporting relationships are not changing. For

**See All-Staff Meeting on Page 2**



**ORS Director Chris DeRose outlines the future of ORS.**

## All-Staff Meeting

*Continued from Page 1*

many it will be business usual, but for some," he said, "your cheese will be moving," making reference to the "Who Moved Your Cheese" book.

Chris said that a vendor will be on board by the second week in July. "Between July 2000 and January 2001 a



**ITSD staffers make the rounds, collecting information at the Process Fair.**

baseline will be established to understand the current operational procedures, people

and technology," He said. "During this time we will also be considering what is possible by seeing who across the country is doing it best. And a future environment will be envisioned. During 2001," he concluded, "solutions will be identified, constructed and implemented."



**Jim Thelen, left, Tim Droste, and Chuck Simpson fill their sheets at the Process Fair!**

**Kathy Tober**, Customer Service, took the floor to announce the ORS Process Fair, a fun, interactive way to learn to become a Business Process Expert. She explained that three classrooms were full of information on the ORS Business Processes and the goal of staff to match the right process with its description. As a "lifeline", she said that triad members were at the booths to give hints.

Forty-five minutes later all returned to the auditorium to compare answers. All correct sheets went into a box and three lucky people won dinners at the Texas Roadhouse. As reported in the last issue, the winners were **Cindy Adams, Eve Baumgart** and **Sylvia Maat**.

## 2000/2001 Contribution Rates set for Public Schools

A letter went to Public Schools Reporting Unit Business and Payroll Personnel on March 31 detailing the contribution rate due on member wages paid between October 1, 2000 and September 30, 2001.

The rate is 12.16%, comprised of 6.42% Pension Normal Cost,

0.19% Pension Unfunded Accrued Liability, and 5.55% Health Benefits.

The rate applies to K-12 school districts, intermediate school districts, community colleges, district libraries, public school academies, and federal programs.

## Answer to last issue's Scramble

Here's the answer to the Scramble in the last issue:

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The most valuable gift  
you can give another  
is a good example!



Published by: State of Michigan  
Department of Management  
& Budget  
Office of Retirement Services  
P.O. Box 30171  
Lansing, MI 48909-7671  
Director: Chris DeRose  
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Printed by Authority of 1984 P.A. 431  
Total number of copies printed: 350  
Total cost: \$92.18 Cost per copy: \$0.26



## Comings & Goings in ORS



Jamie Truchan

**Jamie Truchan** started work on April 17. She comes from Accountemps and will be working on the TDP

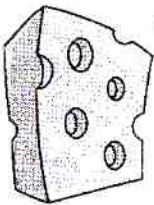
Payment Diskette Clean-up

17. She comes to ORS from ProTemps.

**Lori Curry** left the Finance and Administration Division on March 31 to take a supervisory position at Lockheed Martin.

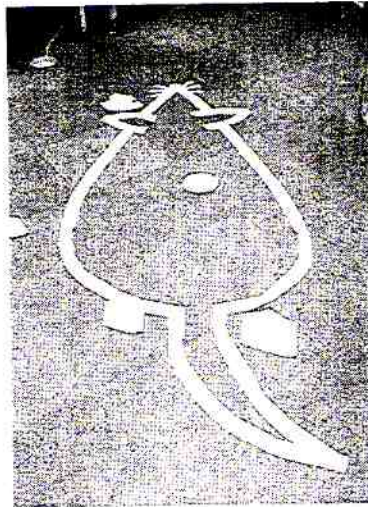
**Linda Sanchez** left the Report Processing Unit for the Department of Treasury on April 14.

**LaToya Kimble** left the Finance and Administration Division for a position with Jackson National Life on April 14.



## Cheese Corner

The book, *Who Moved My Cheese*, teaches us how to deal with change. Let's hope that ORS Director **Chris DeRose** took the book to heart. When he returned from vacation on Monday, April 10, he discovered that his cheese and his office had moved. Staff had created a new "office" near the front lobby, complete with "cheesy" sayings stuck to the wall. And Chris' office had been converted to Storeroom C, complete with a giant



arrived on Monday my first reaction was not laughter. At first I was in shock. I immediately saw my chair in the entryway and wondered what was going on. Then I got to my former office, the new storeroom. Well the

mouse on the floor.

In Chris' own words, "Well, I must say when I

move of my cheese. My cheese has moved several times in my life and it is never easy. This time was the most fun. I love the way so many of us have taken the whole cheese idea to heart. Together, as I said at the Process fair, we will "acheese" a lot.

"Finally," he said, "I guess I don't have to worry about people being comfortable having fun at work do I?"



shock continued. Anyway, after that I started to laugh.

"I just wanted you all to know that I appreciate this latest



# spotlight

by Marisa Nedock, Student Assistant

How much do you know about women's history?

**Question:** The brilliant negotiations of our United Nations delegate won adoption of the Universal Declaration of Human Rights against all odds. Who was this diplomat?



Judy McLean

"An Extraordinary Century for Women - Now, Imagine the Future!" This March celebrated the 20<sup>th</sup> Anniversary of the National Women's History Project. **Judy McLean**, Customer Information Center, traveled to Washington D.C. for the four-day celebration. The celebratory

party took place in the White House's Statuary Hall. More than 600 women attended including 16 congresswomen and a number of senators

who spoke at the event. Lifetime Television gave a monetary donation to The National Women's History Project to help pay for the event and also came to film the event.

As Judy explained, "The National Women's History Project is a non profit organization that provides educational resources to schools, employers, families, and numerous other organizations." The Project's objective is to honor and celebrate women's lives and contributions, and to put diverse and historic accomplishments of women into the history of our nation.

Judy has been involved with the National Women's History Project for more than a year now. She became involved through her sister Lissa McLean, Director of Development for the project. In her visit to Washington D.C., Judy received a private and unique tour of the White House, a bus tour of women's monuments, and then the celebration at the White House.

To learn more about this organization visit their informational web site at <http://www.nwhp.org>.

**Answer:** Eleanor Roosevelt

## Mark your calendar for Spring Cleaning in ORS on April 28!

ORS Spring Cleaning Day will be Friday, April 28 after lunch and throughout the afternoon.

Cleaning supplies will be available in central locations.



Also that day EMPAC, the Employee Activity Committee, will be sponsoring an "outside in" clothing day as well as a luncheon. A taco salad lunch will take place in Conference Room M from Noon to 1:00 PM. The theme for Silly Clothing

Day will be "Since your office will be turned inside out, that's how your clothing should be so they don't get dirty!" Wear all clothing inside out and be creative as well as tasteful.

## Six Weeks to Wellness Kicks Off!

Six Weeks to Wellness, an annual health initiative for State of Michigan employees, kicked off on Monday, April 17. Staff participation in ORS is a healthy 27%! Check out participants' goals on a "quilt" near Conference Room M.



Six Weeks to Wellness participants work on goals.