



Look Out

September 8, 2000

Volume 4, Issue 4

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

September

United Way SECC Campaign begins ----- 11th
Public School Employees Board Meeting ----- 14th
Pension Paydate ----- 25th
State Employees Board Meeting ----- 28th
State fiscal year ends -30th

October

ORS Tailgate Party Week begins ----- 17th
State Police Board Meeting ----- 19th
Pension Paydate ----- 25th
Public School Employees Board Meeting ----- 26th

DMB Balanced Score Card updated

As most of you know, the Department of Management and Budget (DMB) has issued its first Balanced Scorecard (BSC). Twelve orientation sessions were held during the week of August 21 to inform and get feedback from employees. As many as 600 employees attended these sessions which were led by DMB Director **Janet Phipps**, **Duane Berger**, Deputy Director for Management Services, and **George Boersma**, CIO and Deputy Director for Information Technology.

"The Balanced Scorecard does not evaluate just one area; it focuses on multiple areas of an organization," Janet said. She went on to explain that, "A balanced scorecard shows how an organization is progressing on its strategic plan."



Janet Phipps presents the DMB Balanced Score Card.

each Balanced Scorecard perspective.

Customer - This perspective captures our ability to provide quality goods and services, effective delivery and overall customer satisfaction.

Financial - Our success in this area is how effectively and efficiently we are meeting the needs of our customers. This perspective captures cost efficiency and delivery of maximum value to the customer.

Process - This perspective identifies the critical internal processes in which we must maximize performance to meet our strategic goals. The measures in this area will have the greatest impact on customer satisfaction.

To illustrate the point, Janet used the analogy of a car: You have gas, but if the oil light comes on you have to pull over; if the gas and oil are OK but you have two flat tires, you have to make adjustments. The DMB Scorecard will illustrate which areas need adjustment to meet our strategic plan and achieve our vision. The Scorecard focuses on the following areas, called perspectives: customer, process, financial, and learning and growth.

Learning & Growth - This perspective looks at the ability of employees, information systems and organization alignment to manage our core business and adapt to change. In order to meet changing requirements and customer expectations, we all may be asked to take on new responsibilities. We need to ensure employees have the skills, capabilities and technologies that will be needed for the future.

At this point, the BSC is at a high level.

See Balanced Score Card on Page 2

The following is a brief description of

Balanced Score Card

Continued from Page 1

Janet explained, "We need to see how well it works one step at a time. As we work with the Scorecard, think of how you personally can influence the perspectives it measures. Each of

us can make a difference to maximize value to our customers."

The benefits of the Scorecard include increased communication, building better working relationships through teamwork, learning from successes and strengthening

our commitment toward improved service. If you have any questions please contact **Tony Des Chenes** at 241-3779, the ORS balanced scorecard liaison **William St. Amour**, or the balanced scorecard web site at <http://intranet.dmb.state.mi.us/dmb/director/bsc>.

ORS partners with RASS for more efficient web site updates

Recently, Retirement Application Support Services (RASS) drafted an agreement with ORS to allow ORS Communications staff to work directly with RASS to effectively and efficiently update and enhance our web site. RASS is the section of Information Technology Services Division (ITSD) that provides support for retirement applications including the ORS web site.

ORS Communications staff expressed concerns that in order to have a web site that is accurate, attractive and up-to-date they needed to eliminate unnecessary or outdated steps in the maintenance approval process. This alliance will provide a mechanism to make necessary web site revisions in a timely manner.

Kudos to ITSD and RASS for

helping to facilitate this agreement that exemplifies our business needs, opens up our communication barriers, builds our relationship and partnership, and displays their efforts to meet and exceed our expectations. We appreciate their commitment to providing excellence in service, and being our partners in progress.

Comings & Goings in ORS



Joan Schneider

Joan Schneider began working in Finance and Administration in Microfiche on September 5. She worked at Gilroy's Hardware in St.

Johns before joining ORS.

Amy Ross, a temporary in Claims Processing, left on August 25.

The Customer Service Division said good-bye to **Sam Williams** on September 1. Sam resigned from his position to finish his law degree at Cooley Law School.

Answer to last issue's Scramble

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Spectacular achievement
is always preceded
by spectacular
preparation.
- Robert Schuller

Thought for the Day

Let everyone sweep in front
of his own door, and the
whole world will be clean.

- Goethe



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Alternate Work Schedule is very well accepted

On Monday, August 28 DMB Director **Janet Phipps** came to the General Office Building to listen to DMB employees' comments — positive and negative — about the Alternative Work Schedule program.

Comments included:

Employees love the program.

Commuters save gas money.

Schedules are more convenient for family activities.

Customer service is enhanced with extended hours.

Quiet time before and after the normal 8:00 to 5:00 workday allows for more productivity.

Suggestions included:

Allow flextime hours to include starting at 7:00 and ending at 3:30.

Allow rescheduling for holidays rather than mandatory annual if employee is scheduled for more than eight hours on a holiday.

Generally, the program is very well accepted and Janet announced that it would continue.

Updated Policies and Procedures



Check out these new and/or revised Policies and Procedures. You can find them in the pol_proc directory in the FSRetirementShared@DMBRetirement2.

New Procedures:

DO4 Working with Legislative Service Bureau to Draft Legislation/Amendments

DO3 County Pension Plan Committee Administration

FA19 Inputting on STARS Database

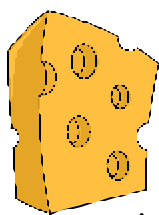
FA107 Updating a hard copy of the phone list

Updated Procedures:

DO2 ORS Administering Social Security Coverage for Government Entities

ORS26 Complying with FOIA

ORS381099R Processing



Cheese Corner

Change is constant, and although sometimes that can be stressing, change is a good thing. We hate to remind you, but winter is coming. What if winter were a permanent condition, without any possibility of change? No chance of robins returning, leaves unfurling on trees, or dandelions on the lawn (okay, maybe that last one wasn't a good example).

But you get the picture; change is a basic part of our existence. And we have to remember that a lot of change is for the better. We just have to make an effort to keep up with change. We're seeing change at ORS, and it's gotta happen! Those baby

boomers are starting to retire and we have to be ready for them. That means change. And how each of us reacts to change is all in how we look at it.

To help you look at change in a new way, try looking at these brain teasers. The answers will be published in the next *LookOut*.

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ORS-ITSD Golf Outing

Fred Covert of the Customer Service Division reports that the ORS Duffers Golf League finished its season on August 22. The league combined its banquet with the 11th Annual ORS-ITSD Golf Outing (four-person scramble) on August 30 at the Grand Ledge Country Club.

Tying for 1st place in the ten-team Duffers League were the team of **Fred and Julie Covert** and the team of **David Travis** and **Michael Zingsheim**. There was also a tie for third place between the team of **Nancy Quick** and **Phyllis Rulison** and the team of **Tom and Judy Therrian**.

In the ORS-ITSD Golf Outing, 20 foursomes battled for top honors in the warm sunshine. Successfully defending their 1999 championship title was "The Masters," appropriately titled, team of **John Donovan**, **Jeff Dumroese**, **Dick Pennington**, and **Jim Thelen** (one of eight ORS teams). Second place went to the team of "Judy and the Anchors" (one of six ITSD teams), consisting of **Barry Bevier**, **Rock Rakowski**, **Rich Smith**, and **Judy Wallace**. Third place went to "All in the Family" with **Fred and Julie Covert** and **Tom and Judy Therrian** (one of

six "mixed" teams). Eight teams shot par or better.

The biggest victory occurred during the dinner after the outing. **Barb Murphy**, Public School Employees Account Director of Blue Cross Blue Shield of Michigan, made a plea for the golfers to open their purse strings and contribute to the American Heart Association's American Heart Walk. **Tom Schaefer** of ORS sweetened the pot by offering to match whatever was collected at the outing from the golfers. Tom didn't know what he was getting himself into. Another participant in the outing, **Gordy Bellaire**, quietly told Barb he would match whatever was collected, before applying Tom's match! Barb ultimately collected \$1,200.00

for the American Heart Association! She expressed her sincere appreciation for the generosity of the group. What a great win for the day!

Anyone interested in participating in next year's league should start planning now. The cost will be about \$140.00 per person for 14 weeks. Contact Fred Covert for more information.



Even on the golf course CIC staffers Josey McCloud, left, Gordie Hicks, Anne Watros, and Michael West, back each other up!

2000-2001 PRIM schedule is set

The schedule for 2000-2001 Pre-Retirement Information Meetings (PRIMs) has been set. This year, Outreach staff will conduct 54 meetings for public school employees, 26 meetings for State employees, and 21 meetings for human resource and payroll offices.

In an average year, about 7,000 people from all retirement systems, both potential retirees and administrative personnel, attend a PRIM of some sort. We expect similar attendance for this coming season.

Each PRIM will cover an overview of the benefits offered by the Retirement System. Public school employees, as in past years, may schedule an appointment to meet individually with an ORS repre-

sentative for a retirement counseling session at an Intermediate School District close to their home.

Beginning this year, GroupWise calendars will be used to track and monitor the appointments for each visitation site. The objective of this change is to enable the customer to schedule a counseling appointment with one phone call.

From a customer service standpoint, this change simplifies the appointment scheduling over the various ways it has been done in the past. Not only is this new process more timely and efficient, it is less confusing for both the customer and ORS. Each presenter, after the appointment has been scheduled, will send out the appropriate mailings and a benefit estimate, if necessary.