



June 16, 2000

Volume 3, Issue 23

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

June

Pension Paydate ----- 23th
State Employees Board Meeting----- 29th

July

Independence Day ----- 4th
All-Staff Meeting ----- 13th
State Police Board Meeting ----- 20th
ORS Picnic ----- 21st
Pension Paydate ----- 25th

New Foundation — the first step of Vision ORS

For clarification and understanding of Vision ORS, the New Foundation is only a part of Vision ORS. Vision ORS consists of seven steps; the first being the New Foundation.

These steps include:

1 - Create a foundation for success; 2 - Understand the current environment (As Is); 3 - Benchmark against other service providers (Best in Class); 4 - Develop the future environment (To Be); 5 - Design the solution; 6 - Build the solution; 7 - Deliver the solution.

The New Foundation consists of a large amount of information, including new roles and responsibilities for ORS staff, directed towards the Business Process Owners, Information Technology

Services Division (ITSD) staff (Technology Providers), and Information Technology and Reengineering (ITR) staff (Technology Owners). These are the ORS triads and they are working together to make sure that needs are being met for ORS from a technology perspective. New Foundation also includes the 17 “operational processes” recently identified and designed to ensure all technology projects are successful.

To date, step one, New Foundation, has been implemented and is being maintained. The next three steps; “As Is,” “Best in Class,” and “To Be,” will take place in July with our vendor, Complete Business Solutions, Inc. (CBSI).

Strategic Team helps BPO’s measure processes

Team #6 – Establish Performance Measures

Team Members: Pam Kibby, Judy Simon, Lila Christiansen, Nancy Quick, John Donovan
Team Sponsor: Phil Stoddard

This Strategic Team’s objective is to facilitate the creation of performance measurements throughout ORS that support the key business

processes identified by the New Foundation Team. To date, the team has developed materials to help the Business Process Owners (BPOs) measure their processes.

Recently, the team helped each BPO identify three metrics that will be used to track the progress of their processes. The BPOs began

See Strategic Team Update on Page 2

Legislative Update amends School Retirement Act

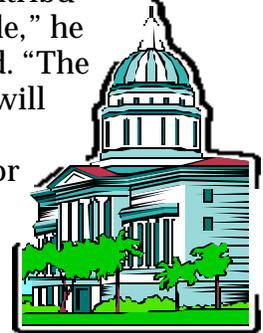
On June 8, Governor John Engler signed into law 2000 Public Act 150. This act amends Section 5(1) of the Public School Employees Retirement Act of 1980 by adding a new exemption to the definition of a “member” of the public school system.

The new amendment exempts a person, not regularly employed by a reporting unit, who is employed by a report-

ing unit only in a temporary position to assist in the conduct of a school election.

“The amendment affects a small number of persons who are only hired by a reporting unit for the purpose of conducting a school election. These persons literally only work one or two days a year,” states **George Orban**, Administrative Assistant to the Director.

“Under current law, election workers must be enrolled as Public School members with Member Investment Plan (MIP) contributions made,” he continued. “The new law will save resources for both the reporting units and ORS.”



HR Exchange publishes third edition

ORS recently published the May 2000 edition of the *HR Exchange*, an ORS publication for the State Human Resource offices. Topics in this issue include: Defined Contribution Plan Training, Termination of Employees, Sick

Leave, Working After Retirement, and How to Contact ORS. To view these articles, point your web browser to <http://listserv.cnoc.state.mi.us/archives/orsstatehr.html> and select the link for May 2000, week 3.

The *HR Exchange* is distributed via mail and ListServe. To subscribe, point your web browser to: www.state.mi.us/listserv/subscribe.html and select the ORSstateHR list.

Strategic Team

Continued from Page 1

to keep track of these metrics in May with metric number one. They will continue to do so in June with metric two, and in July with metric three.

“By helping the BPOs measure their processes we can better understand how we currently operate, our current service levels, efficiency, etc.” states **Phil Stoddard**. “This information will also be helpful to BPOs in setting priorities and making business decisions. In essence it will help ORS move

towards our vision of ‘Fast, easy access to complete and accurate information and exceptional service.’ This information will also help the new vendor that will be working with the Vision ORS Team.”

The team’s next project is to develop a database to hold all of the information gathered from these measurements. Electronic information, including the metrics and their processes, should be available online by August 1, 2000.

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Six Weeks to Wellness ends, healthy living continues

As Six Weeks to Wellness (6W2W) successfully wrapped up with bingo raffles and exercise poker on Wednesday, May 31, many ORS employees wanted to continue their healthy living.

The first place team winners were *Hem, Haw, Sniff, and Scurry* – **Carol Keyes Baubie, Ann Beach, Janet Graham, and Lisa Schmidt** – with a grand total of 1685 points out of 1824 possible. www.gov (*Well Women Walking*) – **Joanne Busley, Deb Mosher, Sheila Patterson, and Lori Powell** – walked into second with 1646 points. In third, *Four Times Better* – **Michelle Childs, Sue DeBor, Steve DeBor, and Chris DeRose** – brought in a well earned 1548 points.

For the individual team member participation *New Life* – **Brenda Moore** – came in first with 444 points, exceeding *Up One Level and Running* – **Norma Simon** – by only 11 points. These individual points were earned out of 456 possible.

Every year more ORS employees join the 6W2W program to improve their health, eat right, exercise, attain

goals, and institute healthy habits. An added bonus of games and prizes continues to motivate the participants, driving them to their goals.



Team Hem, Haw, Sniff, and Scurry bask in their newfound health.

Some personal participant testimonials include:

🍎 “A benefit for me was the camaraderie among my teammates. We encouraged each other and one afternoon, we all went for a walk together. Sharing wellness activities with colleagues raises our consciousness of health issues even after 6W2W is over.” — **Deb Mosher**

🥕 “I think the program is very helpful in giving all who participate a little extra motivation for eating well and exercising. A very easy habit for me to continue is my personal goal of eating two pieces of fruit everyday.” — **Janet Graham**

🍎 “Because my score affected how our team did, I made sure I kept drinking water. So, the end result, I was able to add a water drinking habit to my life. This is my third time participating in this program. I think it is great.” — **Chris DeRose**

🥕 “I feel this program is a state of mind. If you don’t want to change, you won’t. It’s taken me four years to really do well. This year I was on the winning team; this was a great accomplishment for me.” — **Lisa Schmidt**, 6W2W coordinator

Congratulations to everyone who participated! Good luck in continuing your wellness habits!

Answer to last issue’s Scramble

Here’s the scramble and answer from the last issue:

het dinw nad eth vasesw rea
sylawa no hte eids fo eht
stable transvagoi.
rawdod bobnig

The winds and waves are
always on the side of the
ablest navigators.

— Edward Gibbon

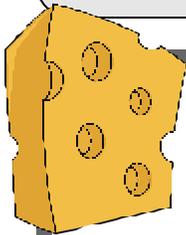
BPOs experience change

Business Processes 610 - Customer Communication, 620 - Customer Accounts and 720 - Pension Management recently experienced change. **Susan Park** and **Ken Wright** determined that the tasks performed by the staff in the Customer Information Center (CIC) are better-placed under process 620 - Customer Accounts. Much of the work done in CIC is related to customer accounts. Much of the work done in other areas of process 610 - Customer Communication is general in nature. This would include customer education and informational materials and venues such as Retirement Guidelines and the web site.

Thought for the Day

What is the difference between an obstacle and an opportunity? Our attitude toward it. Every opportunity has a difficulty, and every difficulty has an opportunity.

— **J. Sidlow Baxter**



The Cheese Corner

Many years ago, Dr. Spencer Johnson was having a difficult time dealing with a major change in his life. He thought it wasn't fair and he was confused and angry.

After a while, he sensed that if he was going to deal with the change successfully, he needed to change - but he did not know how.

So he made up the story of *Who Moved My Cheese?* to get him to laugh at himself, with his follies and fears, and to encourage him to change, move on and realize something better.

He kept the story to himself and lived it until he found "New Cheese." When friends inquired about the obvious improvements in his life, he shared the story with them. One friend, Ken Blanchard, later told the "Cheese" story to business audiences around the world.

Also, because activities relating to insurance changes, EFT changes, and tax withholding from pension payments are closely related to Common Pension Payroll (CPP) they have been moved from 620 - Customer Accounts to 720 - Pension Management under **John Donovan**.

With these changes the processes have been re-named. Process 620 is now called Customer Accounts & Information Center. Process 610 is now called Customer Relations.

Comings & Goings in ORS



Veronica Struble

A warm welcome to **Veronica Struble** joining Finance and Administration.

Gretchen Wojitysiak's last day at ORS was June 15. She has accepted a position with the Michigan State Housing Development Authority.

Many people who heard the story later revealed that it helped them change and they improved their jobs, their marriages or their health.

Ken Blanchard encouraged Spencer Johnson to finally write the story and publish it, by asking him, "Do you realize how many other people this could serve?"

In 1998, the story of "Who Moved My Cheese?" was published as a book. Chris DeRose gave the book to all ORS staff at the September 1999 All-Staff Meeting. ORS staff is encouraged to refer to the book when managing change.

