



January 28, 2000

Volume 3, Issue 13

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

February

Chinese New Year ----- 5th
Valentine's Day ----- 14th
Public School Employees
Board Meeting ----- 17th
President's Day
Holiday ----- 21st
State Employees Board
Meeting ----- 24th
Pension Paydate ----- 25th

March

St. Patrick's Day ----- 17th
Public School Employees
Board Meeting ----- 23rd
Pension Paydate ----- 24th

New Foundation training begins

Step One of the Vision ORS Project entered a new phase with a one-day New Foundation Introductory Training course last week. The course was developed to assist the Triads—the Business Process Owners, Technology Owners and Technology Provider Owners—to better understand and grow into their new roles as ORS becomes a process-oriented organization.

The morning sessions were identical for each group, covering Vision ORS and its history, the ORS Business Function Model, process-based organizations, alignment of business and technology, roles and accountabilities, the triad concept, operational processes and service level agreements. The afternoon

sessions were tailored to give each specific grouping a more detailed understanding of specific accountabilities that apply to each grouping of individuals.

In addition, at the end of the training, each group received different assignments. Each owner was given an assignment in preparation for in-depth training which will be scheduled between February 25 and March 8. "For the next four weeks," explains ORS Director **Chris DeRose**, "the process owners will be looking at their processes."

See New Foundation training on Page 2



Change Agent orientation slated for February

Joanne Busley from Information Technology/Reengineering and **Kathy Tober** from Customer Service will be presenting Change Agent Orientation in early February for ORS employees hired after January 1, 1999. The orientation will give an overview of the "Change Agent" Process. The Change Agent Process consists of regularly scheduled group meetings used for suggesting change or new ideas to improve customer service and/or employee development.

ORS Director **Chris DeRose** says,

"This continues to be a positive team approach to dealing with issues that affect various areas of customer service."

Since the Change Agent Process began in late 1998, there have been 36 recommendations approved and implemented. The following improvements have occurred due to the Change Agent recommendation process:

✓ The Transaction Unit replaced the
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New Foundation training begins in ORS

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"They will review the processes as outlined by the New Foundation Team based on interviews with many of you. They will ensure the process is adequately documented and understood. We will then make sure that all of the processes fit together so nothing we do gets missed.

"To do this, they may need your help. Whether a person is a member of the Triad teams or not, the assistance of everyone in ORS will be required to make

this successful. So if a process owner comes asking for your assistance, please help them out. Your input may be critical to our understanding of a key process," Chris says.

On March 8, ORS will begin operating with Business Process Owners, Technology Owners and Technology Providers. Modifications and adjustments will be made as required by June 30.

In the second step of the Project, in July, ORS will begin working with vendors. Step Two,

Understanding the Current Environment, is the baseline—understanding the current processes, people and technology. Step Three is Benchmarking against other Service Providers—"Best in Class." It involves what others are doing. Step Four, Develop Future Environment "To Be", deals with creating the future ORS. These four steps, comprising the first phase of the transition, will continue until the end of January 2001.

Chris plans to meet with staff in early Spring to review progress.

Change Agent

Continued from Page 1

manual code sheet process for retiree address changes by developing and implementing an on-line spreadsheet.

- ✓ In the past, the Claims Processing Unit was requesting itemization of wages on the final salary affidavit for all of the FAC years, which in most cases was unnecessary. Itemization is now only requested for the last year of wages, which has eliminated many unnecessary audits and reconciliations.
- ✓ Finance/Administration eliminated the need to search multiple microfilm locations by interfiling all systems' microfilm records.

- ✓ Active Member Services lessened the manual work required for State Employee service credit evaluations by redesigning the spreadsheet calculator.
- ✓ Customer Service previously followed a procedure that required a written request in order to change an address or release check amount information. These requests are now accepted over the phone for those retirees with EFT, which saves time for both the customer and ORS.
- ✓ The Report Processing Unit recommended use of the electronic list of Reporting Unit assignments in Lightspeed for any ORS staff needing this information. This eliminated the need for the hard copy list being used and redistributed when revised.

- ✓ ITR suggested that an annual ORS Employee Wellness Day be established to allow various agencies to come in and speak on different areas of employee concerns. This recommendation has recently been approved and a committee established to work on the implementation piece.



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Report Processing sets new record for Statement mailings!

Report Processing Manager **Carla Price**, Finance & Administration, says that the 1998-99 School Employees Member Statements of Account are all mailed. She says, "This accomplishment sets a new ORS record for the earliest mailing of Statements ever. Last year the Statement Team was able to get the Statements all mailed by December 14, 1999, and this year the Statement Team, lead by **Chantele Geisenhaver**, surpassed that date by four days!"

Other ORS staff contributed to the success, Carla notes. From Communications, **Robert Glennon** prepared forms and submitted to Print and Graphics Services for printing, and **Rosemary Baker** prepared Rapid Copy orders for duplicate

Statement enclosures. **Amy Betts**, Finance & Administration, ordered supplies and prepared work orders for mailing and ensured supplies were delivered to appropriate individuals to complete the process.

Information Technology/Reengineering's **Joanne Busley** was helpful in answering Chantele's questions, while **Colleen Daley** and **Denice Hansen** assisted in coordinating/scheduling the Statement programs.

Steve Davey and others from Information Technology Services Division ran the programs and provided weekend support during the

Statement process.

And, of course, this accomplishment could not have been achieved without the extra effort of our Partners. **Ken Mitchell** and the DMB Consolidated Print Center staff printed the Statements. **Kristen BeVier** and the DMB Print and Graphics Services staff

printed all the member cover letters, the flyers and the address forms. **Tom Goodine** and the DMB Mail & Delivery Services staff performed the folding, stuffing and mailing all Statements in record time.



Other ORS Staff assisted with sorting the Statements: **Stefanie Buntin, Mary Burmis, Patrick Demitz, Meg Leonard, Sylvia Maat, Jamie Mosley, Lisa Naccarato, Kay Ramsey, Annette Ruiz, Angela Sanborn, Lisa Schmidt, Alice Semevolos, Kay Johnston** and **Pat Jorae**.

Once the Statements were mailed, the Customer Information Center and Active Accounts were ready and able to assist customers with questions and corrections. Congratulations to all on an extraordinary effort!

Comings & Goings in ORS



LaToya Kimble

primarily in the mailroom.

Angela Sanborn recently

LaToya Kimble is a new temporary employee assigned to Finance & Administration. She will be working

accepted the Word Processing Assistant position in the Report Processing Unit. Angela has been with ORS for approximately three years starting as a co-op student.

Patty Wethy and **Nancy Zalewski** moved from Finance & Administration to Operations on January 24.



Nancy Zalewski of Operations had the joy of living her entire life with horses and wanted her daughter to have the same experience. Nancy has been working for ORS since April. She previously worked 11 years in Consumer & Industry Services for Liquor Control and the Insurance Bureau.

Before working for ORS, Nancy was able to stay at home to raise her children, Matt and Becky. She started teaching and encouraging Becky to ride horses at the age of three. Becky began riding Nancy's horse, Honey, and recently acquired her own horse, Kali.

Becky began showing horses for 4-H 11 years ago, and she has competed on Grand Ledge High School's equestrian team for three years. "I have always supported Becky and saw that she got to all the competitions she could do. I

just enjoy having the horses out in the pasture."

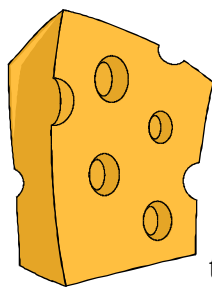
Unfortunately Nancy had to quit riding horses herself in the mid 80's after having knee surgery five times, but she still enjoys taking Becky to all her competitions.

This year Becky placed in two events at the State High School Gymkhana, a riding competition. In the two events Becky placed fourth and seventh out of the top ten riders in the State of Michigan.



Becky Zalewski with Kali.

After Nancy's daughter graduates from high school, Nancy plans to encourage her to continue riding in a number of competitive clubs. She also is helping Becky, who is planning to major in pre-veterinarian medicine, decide what college to attend.



The Cheese Corner

If you don't believe ORS is moving its cheese (you did read the book, didn't you?), just read the article in this issue about New Foundation training.

And if you want to move your own cheese, too, you have to stretch your thinking. Here are some brain teasers to help. The solutions will be printed in the next issue of the *LookOut*.

YY guy guy
the past you
Chawhoworge
Math The



Scramble

Solution

In case your thinking cap was at the cleaners, here's the solution to last issue's Scramble:

ew smut meeboc het
hanceg ew nawt ot ese.
maamtah danghi

We must become the
change we want to see.
—Mahatma Ghandi