

# THE FM VOICE



## INSIDE THIS ISSUE:

<i>Procurement Training</i>	2
<i>A to Z</i>	3
<i>APPA Toolkit</i>	4
<i>Guess who in FM</i>	4
<i>Employee Satisfaction</i>	4
<i>Flu News</i>	5

## Thanksgiving Potluck Dinner

Tuesday, Nov. 22 @ FM Break Room

11:00-12:30

All Department employees are invited to bring a favorite drink, food item or drink (non-alcoholic, of course) and enjoy great food and fellowship!

- Al Stoverink

## FM EMPLOYS NEW ORLEANS RESIDENT

-by Danny Faulk

Dwain Roberts was born and raised in New Orleans. Because of Hurricane Katrina, Dwain now calls Jonesboro home and is temporarily employed in Facilities Management at ASU as a HVAC technician in the Skilled Trades Department.

After Katrina, Dwain literally had to swim out of a second story window of his house and crawl onto a flatboat driven by a friend that had come by looking for him. For several days they found refuge on the second floor of a school where he and others moved sick and elderly people to temporary safety prior to being evacuated to the Superdome. Dwain spent several days at the Superdome, but refused to stay inside choosing to sleep under a truck trailer on the outside. He was finally evacuated to Jonesboro where he was housed at the First Presbyterian Church. An ASU Alumni was working as a volunteer at the shelter and after getting acquainted with Dwain, suggested that Facilities Management might



Dwain Roberts

have a need for someone with his skills. By this time Dwain was getting frustrated with the help that was supposed to be coming from FEMA and decided his best bet was to go to work as soon as possible and help himself. Rusty Stroud hired him and his new co-workers helped him find a place to live and the basics for setting up a home.

Dwain had recently re-started his own refrigeration repair

business after working as an HVAC technician at Xavier University in New Orleans for several years. He says he likes the fact that ASU is a very diverse community, but is still trying to get use to how "spread out" everything is and no public transportation. He says he is often asked "are you going back home," and he replies "I'm at home." He has located all his family and they are now in Atlanta, Orlando, Dallas and San Francisco.





### Trick or Treat!

E-mail guess to [jmiller@astate.edu](mailto:jmiller@astate.edu)

*Work is either fun or drudgery. It depends on your attitude. I like fun.*

- Colleen C. Barrett



### Remember me?

David Handwork

# Procurement Training

-by Lanny Tinker

The procurement process is an essential business function, which directly affects FM productivity and efficiency. Initially, a Procurement Task Force evaluated our FM procurement process and made recommendations for process improvements. During the summer a team of staff members worked to incorporate those recommendations into a more effective process. Several FMOP procurement training sessions were held on Tuesday, October 25<sup>th</sup>, beginning the implementation phase to educate and inform all staff members as to how the process works. The Procurement FMOP's can also be found on the Facilities Management Home page under Facilities Management Policies.

The procurement process includes 4 FMOP's:

#### Truck Stock

This FMOP creates a continu-

ous review process of tools and materials that are carried on a worker's truck. Every six months a work order is generated to assure that supervisors, team leaders, and staff work together as a collaborative team to stock trucks with the right kinds of tools and materials to reduce or eliminate repetitive trips back to the shop or warehouse.

#### Central Stores Stock

This FMOP outlines FM policies and procedures regarding purchases of items stocked in Central Stores. The FMOP explains how items are added to Central Stores stock. It defines return to vendor procedure and describes methods of establishing or changing re-order points. The policy familiarizes staff as to what items Central Store carries and how to acquire those items.

The following FMOPs concern purchasing materials that Central Stores does not stock :

#### P-card and Petty Cash

When material is needed that is not a truck stock or a Central Stores item the next type of procurement process is P-card or petty cash purchases. This FMOP defines the process of properly obtaining materials through the use of petty cash and/or purchase cards.

#### Procurement of materials

This FMOP establishes procedures for the procurement of all other purchases of materials, supplies, and services. The FMOP defines the roles and responsibilities of individuals to work as a collaborative problem solving team. The procedure outlines how to order, track, and receive materials. It defines the different types of purchases and explains how the process works.

Our goal is to produce a more effective method for obtaining materials, parts and services.



Lanny Tinker leads FMOP meeting along with Rusty Stroud and Kathy Hicks





# A TO Z

-by Evelyne Weatherford

**Q.** My trees are starting to look ragged, when is the best time to prune?

**A.** There are several schools of thought on this subject, but I believe during the fall, after the trees have dropped their leaves, is one of the best times to prune. Some people feel the best time to heavily prune is just before spring bud break. Last note; never prune Azaleas until after the plant blooms in the spring, because the plant set blooms for the next year relatively soon after blooming.

**Q.** My neighbor told me about a product that is good to spray on plants in the winter, which will protect them for spring. Do you know of any such product?

**A.** I can only guess your neighbor was speaking of Dormant Oil or Superior Oil. Both of these products have the same purpose; they kill over wintering insects that are "hiding" in your shrubs/trees. These products can be purchased at places like Lowe's, or Wal-Mart. Make the application as per the label directions. They work great for killing scale and Powdery Mildew on Crape Myrtles and Euonymus.

**Q.** I have two longhaired cats. It seems as though I vacuum everyday and still have hair stuck on my lampshade and couch. Do you have any quick fix ideas?

**A.** You have come to the right person as I am a pet owner, or should I say the owner of a small petting zoo. Other than

shaving your cats, I find the next best trick between routine housecleaning is a large lint roller. I bought the largest lint roller I could find and use it to remove pet hair from my furniture and lampshades and anywhere else the fur may land. This is also great when surprise visitors drop in.

Add note to all those who remember reading the articles, "Persimmon Winter Prediction" pertaining to winter month forecast and persimmon seeds, [The FM Voice Volume 1, issue 6 Nov. 4, 2003](#). This year's seeds are reading "spoons". Thank you, Mr. Wayne Swartzlander for this year's perfect seed specimen.



*If you have always done it that way, it is probably wrong.*

- Charles Kettering

## FACILITIES MANAGEMENT GOALS & THE JOURNEY TO EXCELLENCE

-by Al Stoverink

The Senior Management staff recently gathered for a full day work session aimed at developing a more cohesive team and prioritizing a long list of goals. We started with a set of goals developed last spring as a result of the many meetings I had with all the different operating units in the department. In the coming months department units will review these goals, as all department employees make necessary revisions.

In order to come up with a set of priorities, we went through a "pure brainstorming" process, gathering everyone's ideas, and then voting for the highest priorities.

The following priority goals were selected and unanimously embraced:

1. Development of Truly Cohesive Teams
2. Enhancement of Employee Moral
3. Comprehensive Education & Training
4. Project Close-Outs with 100% Satisfaction
5. Development of Campus Design Standards

We are committed to prioritizing everything we do in terms of whether the decision or action considered will contribute to the achievement of these goals.

A follow up session was held to review the criteria for the eventual submission of this department for the APPA Award for Excellence.

We discussed as part of this session that the submission and achievement of this award should not be our primary goal. In fact, our focus should be first to validate what goals and objectives all members of the department will embrace on what we are referencing as "The Journey to Excellence". We are using the objective criteria established by APPA at this time as our "road map", but I have asked the members of the AVC Advisory Board to review this and contribute their input as to what specific goals and



FM AVC Al Stoverink shows his appreciation by providing breakfast, lunch and dinner at an open house on October 12.

objectives we should identify. We will subsequently be asking all employees in the department to give their input as well.

## APPA TOOLKIT

- by Danny Faulk

In September, eight Facilities Management employees attended The Supervisor's Toolkit training in conjunction with the annual CAPP conference in Little Rock. They are: Tony Bittle, Bud Gage, Ray Ferguson, Doug Mathis, Helen McCoy, Clint Halcom, Mia Sheppard, and David T. Sprinkle. Evelyn Weatherford attended the same training in Norfolk, Virginia during the same week.

The Supervisor's Toolkit is described as the nuts and bolts of Facilities supervision. It is specifically designed to meet the needs of the facilities management employee. As a structured, open-ended, and pragmatic approach to developing supervisors it is not a teaching program, but a development process designed for supervisors to realize both personal and professional growth. The course is designed to help supervisors develop a systematic approach toward organizing, managing, motivating, and

meeting customer expectations.

Through interacting with their peers from other campuses the attendants gained valuable knowledge that eventually trickles down through interdepartmental relations. In a follow-up meeting on Octo-

communication as a primary theme, but were also concerned with a focus on the training necessary to develop leadership goals within their job criteria and in their personal lives as well. Those present encouraged employees to challenge themselves through training and career oriented goals.



Pictured left to right, Mia Taylor, Tony Bittle, Evelyn Weatherford, and David T. Sprinkle attended the APPA Toolkit recently.

ber 13 they expressed a desire to share the experience and help others apply it to their jobs. They stressed

*Never continue in a job you don't enjoy. If you're happy in what you're doing, you'll like yourself, you'll have inner peace. And if you have that, along with physical health, you will have had more success than you could possibly have imagined.*

- Johnny Carson

## EMPLOYEE SATISFACTION

-by Lanny Tinker

According to many experts, the single greatest key to productivity is employee happiness. Employees who are satisfied in their jobs provide higher levels of customer service. An Employee Satisfaction Task Force has been working for the last few months to develop a way to measure and gauge employee

satisfaction.

On Wednesday, November 30<sup>th</sup> all employees at Facilities Management will be given the opportunity to voice their opinions, thoughts and feeling by completing the first annual Employee Satisfaction Survey written by their peers.

The survey is designed to measure FM's current em-

ployee satisfaction level and indicate the strengths and weaknesses of our work environment. The Employee Satisfaction Task Force will conduct the survey in our new lunch and meeting room which is currently under construction. Al Stoverink, Assistant Vice Chancellor of Facilities, will provide coffee and doughnuts at the beginning of employees scheduled work shift. *Cont. see Employee page 5.*

# ITS SNIFFING, HACKING, SNEEZING TIME AGAIN!!!

- by Helen McCoy

Yes, its flu season again. You may be wondering, "What is the flu?"

Influenza or "flu" is an infection of the respiratory tract. It is highly contagious and occurs mainly in late winter. It is spread from person to person through mists or sprays of infectious respiratory secretions caused by sneezing and coughing. It can be spread by touching contaminated surfaces, then touching your eyes, nose, or mouth without washing your hands first. Any one can be affected by flu but the very young and elderly can become deathly ill.

Each year about 36,000 Americans die because of influenza or flu related pneumonia. You need to be aware of signs to watch for. The symptoms of the flu are fever

(usually high), headache, extreme tiredness, dry cough, sore throat, runny or stuffy nose, muscle aches, and assorted stomach symptoms.

Treat the symptoms:

Fever, headache and muscle aches - acetaminophen or ibuprofen.

Cough and stuffy nose - take decongestants, cough medicines.

Sore throat - gargles and throat lozenges.

Stay home and rest 'til you get better.

If you don't get better in 3-5 days, see a doctor.

The best thing is to take steps to protect yourself.

Get a flu vaccine, either a shot or the inhaled version.

Stay away from sick people.

Wash you hands, wash your hands.



Don't let this be you.

The flu vaccine will be available at these locations:

Arkansas Services Center—Health Department

Super D Drugs  
Walgreen's

The shots may be available through the Student Health Center but those dates have not been released yet.



*Genius is one percent inspiration, and ninety-nine percent perspiration.*

- Thomas Edison

## FM Voice Staff

Jon Carvell

[jcarvell@astate.edu](mailto:jcarvell@astate.edu)

Jerilyn Miller

[jmiller@astate.edu](mailto:jmiller@astate.edu)

Al Stoverink

[astoverink@astate.edu](mailto:astoverink@astate.edu)

Lanny Tinker

[ltinker@astate.edu](mailto:ltinker@astate.edu)

Danny Faulk

[dfaulk@astate.edu](mailto:dfaulk@astate.edu)

Evelyn Weatherford

[eweather@astate.edu](mailto:eweather@astate.edu)

Helen McCoy

[hmccoy@astate.edu](mailto:hmccoy@astate.edu)

## EMPLOYEE, CONT.

Al said, "The employee satisfaction survey will be a positive development tool and all employees should feel free to honestly complete the survey with confidence that their responses will be confidential."

FM will observe strict employee anonymity during the process to assure confidentiality.

The physical survey documents will be tabulated by someone outside Facilities Management.

Facilities Management will develop a process in which supervisors, team leaders and the

AVC Advisory board will study satisfaction measurement to assess performance strength and weakness. Then, FM leadership will implement policies, procedures and training programs to address the satisfaction gaps to create a high performance work place.

The results of the survey will be published and distributed

to staff along with the continuing efforts to improve our organizational culture and employee work climate.

We will share additional information in the weeks to come.

The Employee Satisfaction Task Forces members are:

Martha Baldinger, Natalie Ball, Lynn Cook, Larry Darr, Ann Ford, Bill Kinard, Larry Southard, David T. Sprinkle, Chris Steele, and Lanny Tinker.





**W  
e  
l  
c  
o  
m  
e  
  
t  
o  
  
A  
S  
U**

# New Employees



Gary Morphis  
Mechanical Wing



Gilbert Freeman  
Carpentry



Glen Broadway  
Mechanical Wing



Rodney Lee  
Mechanical Wing



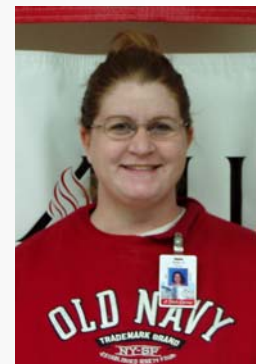
Rodney Davis  
Custodial



James Mooney  
Custodial



Melinda Barrett  
Custodial



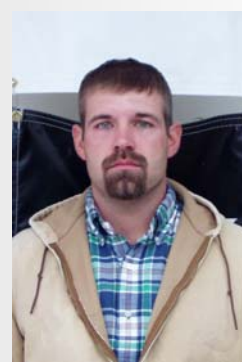
Holly Muniz  
Custodial



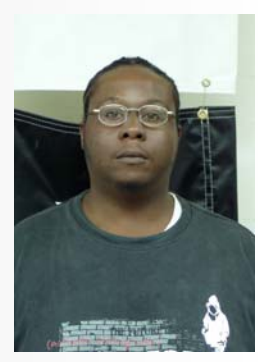
Nancy Evans  
Custodial



Karen Grantham  
Custodial



Daniel Reese  
Move/Event



Jessie Washington  
Custodial