

OCSEA CONVENTION ISSUE

Union Quality Network Helps Keep QStP Alive

Union Role in QStP (Quality Services through Partnership)

Empower employees to develop strategies to improve government services, enhance their job satisfaction and protect the security of their jobs.

Quality with an Attitude

Welcome to the first edition of the OCSEA Union Quality Network newsletter. The Union Quality Network (UQN) is a group of quality activists who meet once a month to discuss what is going on in state government with regard to Quality Services through Partnership (QStP) and how we can support OCSEA members in those agencies.

Members of this group are working hard to be wherever OCSEA bargaining unit members are. We have had booths at the Minority Conference, Women's Action Conference and the Organizing

Conference. You may have seen us there and even completed a survey. That is one of the ways we are reaching out to quality activists everywhere.

Members of the group are also involved in planning the Ohio Quality Showcase and a workshop and booth at the OCSEA Convention.

These members have established an action plan to help them reach out and provide better service and support to OCSEA members and to improve the quality partnership in the agencies. It is based on 4 issues; Union Involvement, Training, Marketing and Mobilization.

They are always looking for more activists to get involved. Read on through this newsletter and see how you can become a part of this movement

I used to think—
"Somebody should do something. Then I realized—"I'm somebody!"

\$172,537,686 of taxpayers money saved by state employees using QStP

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•Quality Comments

ODOT Director Gordon Proctor testified on the budget before the Senate Highways and Transportation Committee regarding the reduction of operating expenditures.

"This represents an unprecedented degree of effort on ODOT's part. We have enlisted the help of our work force, our labor union, and our management to find new efficiencies throughout the department."

QStP Why bother

Unions were founded on the principle of labor vs. management, us vs. them, we're right—they're wrong. And, it is often hard to consider a new way of approaching a relationship where you have been doing things the same way for a long time. QStP is a different way of approaching our relationship with management. QStP represents the potential to shift the culture of state government from management dictatorship to a place where individual opinions and knowledge of front line workers is valued and respected.

In many ways, QStP reflects the kind of workplace which unions have been advocating for years: A place where workers and their unions are actively involved in improving work methods and resolving workplace problems. In fact, it

was a union proposal in 1991 that created the concept of a joint labor-management effort to improve quality and productivity in state operations. This is not a management program—it is all about union leadership getting involved at all levels of their agency and making sure that they are pushing the envelope to ensure bargaining unit members have an opportunity to get involved in workplace change.

Although the contract language did not result in an overnight fix of the ailments of management in state government, where we had pockets of leaders who were willing to engage management and their own members in working in partnership, great things happened.

QStP is the first partnership other than labor-management and health

and safety to be formed. Since then, several other partnerships have been developed, including Workforce Development, which was also a union proposal and not another management gift. Much can be gained when the union works in partnership with management. It offers us the unique potential to gain insight and influence on issues which union leadership would not normally achieve through traditional bargaining procedures.

Over the years the leadership of OCSEA has developed many tools for moving our agenda forward. QStP is just another tool to show management that improvements in government services do not happen in a vacuum. Only by involving the union leaders and members can real change be achieved.

Upcoming Quality Events

September

- Ohio Award for Excellence Conference—September 12, 13, & 14 Adams Mark, Columbus, OH
- New QStP Basic Training—September 26 & 27—Call Romerry Scott at the Office of Quality for details (614) 644-5154
- Buckeye Labor Management Conf.

September 26 27 & 28—Watch the Quality Website for more information. Great opportunity for OCSEA leaders to spend time with other union leaders,

October

- Ohio Quality Showcase—October 30 & 31—Ohio Exposition Center—TEPS Showcase, October 30 & Team Expo, October 31.

November

- OCSEA Fall Conference—November 3 Clarion Hotel—Network with other union quality activists.

December

- New QStP Basic Training—December 12 & 13—Call Romerry Scott at the Office of Quality for details (614) 644-5154.

FAQ—Frequently Asked Questions

Is the Ohio Award for Excellence (OAE) taking the place of QStP?

This is a question we have heard from several union members. The answer is “NO”. According to John Yesso, of the Office of Quality, quality is not going away, it is branching out and widening its sphere of influence. The OAE is a tool that identifies the changes in an

organization that need to be made and QStP teams are the method by which changes are made. Teams are still an important piece. Another tool being used in some agencies is the balanced scorecard which is a method of aligning work processes with over-arching organizational goals.

It is up to the Union and the steer-

ing committees to investigate new programs and identify what role we will play. The most important thing a steering committee can do is educate members and keep information moving.

The Quality booth at the OCSEA convention will provide more information on the Ohio Award for Excellence also see oae.org on the internet.

The Board Speaks Out on QStP

The Union Quality Network conducted an informal, survey of the OCSEA Board of Directors to ask some questions regarding QStP. Their responses varied from its “@#^*%” to “it has made a big difference in my agency.”

- Most Board members asked knew who their lead quality activist was.
- Most were not an active participant in their quality program, and most cited lack of time due to Board involvement and lack of management involvement.
- Most did not think additional resources from OCSEA would make a difference.
- Most do not attend state quality events but would like to see OCSEA hold more regional quality events.

Comments from the Board Members focused on the difficulty in getting middle management on board, bargaining unit members having to do quality on their own time, and teams not being formed to work on issues that are important to the union or involved in core business issues. As a union, we need to build the capac-

ity of our leaders and advocates to effectively fight for the change we want.

Creating Change

“Changing people’s habits and way of thinking is like writing your instructions in the snow during a snow-storm. Every 20 minutes you must rewrite your instructions. Only with constant repetition will you create change”

How Do I Get Involved

1. Volunteer to serve on the Quality Steering Committee. Many agencies are looking for interested people.
2. Ask for your agency’s QStP implementation plan, ask to see the agency’s strategic plan.
3. Attend Quality functions, such as Quality Forums, Ohio’s Quality Showcase and any quality events at your agency.
4. Volunteer to serve on a Process Improvement Team.
5. Contact your Union Quality Coordinator (see back of this newsletter for names), Agency Quality Coordinator, Chapter President, or leave a message on the OCSEA Quality website.

Improvements Can Come in Small Packages

Finding one way to make your organization 1,000 percent better is wonderful (but unlikely). Rather, consider 1,000 ways to make improvements of one percent each (do-able). In the process of discovering the 1,000 ways, you just might stumble onto a 1,000 percent!

How to Use QStP to Change Your Worklife

Here are ways the Union and Union members has saved jobs and shaped the worklife of it members.

1. ODNR team used QStP to work with management to allow bargaining unit employees an opportunity to identify work that should not be contracted out or work which could be contracted in.
2. DAS team created a new form which empowered employees to make better health plan selections for their families.
3. Mental Retardation team developed changes to allow therapeutic program workers to have input into the scheduling process, taking into consideration their life outside of work.
4. Taxation used QStP to work with management in the re-design of one of their classifications
5. BWC set up a library for employees to use during their lunch periods as a quiet space. It is also used to provide lunchtime learning activities and speakers to assist employees in career and personal development
6. DRC designed and implemented a training program which has reduced the turnover rate for corrections officers during their probationary period.
7. ODOT members developed a mowing process that was competitive with private contractors and kept the work in-house

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If you would like to represent one of these unrepresented agencies, please contact Sandy Trout at OCSEA (614) 865-2614 or 1-800-266-5615 ext. 2614



www.ocsea.org/quality