

Is it Quality or is it QStP?

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

The Union Quality Network has spent a great deal of time examining this question. We even traveled to the OCSEA Minorities Conference in Cleveland in February with a survey to help us find an answer.

When responding to the word “quality” most employees compared it to: being the best, optimum standard, excellence, and good work which helps people. When responding to the term “QStP” their responses were more about a partnership, members working together, improving systems, and solving problems.

Do we sacrifice the role of the partnership as defined in Article 14 of the contract when we refer to QStP as quality? How do

we as union members involved in QStP efforts in our agencies maintain the integrity of the contract if we refer to what we are doing as quality?

We hear from our members that QStP is dead in their agencies, but how can that be when it is provided for in the contract? What is it that we, as union members, need to do to kick start QStP efforts in our agencies? OCSEA has a chat room forum on its website under MyOCSEA. We challenge you to go into the forum and let us know what is going on in your agencies. What role does the union need to take to ensure quality is done in partnership with management? If you need instructions for logging onto My OCSEA please call Sandy Trout at 1-800-266-5615 ext. 2614.

Other comments we have received from our survey indicate union members feel the role of the union should be to provide leadership, enforcement, training, and guide process change in a way that balances the interests of employees. Quality organizations also acknowledge the importance of worker voice. Many also felt there was a role for QStP in preventing work from being privatized. You feel that using quality will bring better, more feasible solutions to the workplace to minimize spending and protect the state budget and eliminate the need for privatization. We look forward to seeing you on the MyOCSEA QStP forum.

Inside this issue:

Is It Quality or QStP	1
Union’s Role in QStP	2
2. Contracting Out	
Upcoming Quality Events	2
FAQ	2
7 Habits Training	3
Decision Making Quiz	3
ODNR Uses QStP to Attach Privatization	3
Hold Fast	3
Union Quality Network	4
Quality Websites	4

•Quality Comments

We have our issues with management—about walking the talk. One thing for sure—we should never give up on Quality because the system is too important to leave to management.

There is too much at stake.

Ronald C. Alexander
OCSEA President

Union Role in QStP

2. Prevent serious problems that lead to contracting out or other issues that affect employment.

This article is part two of a four part series that explains the reason and role the union has in QStP. Valued public services are directly linked to employment security. If public employees are providing services taxpayers do not support, the alternative is to cut the service or have the service contracted out. Quality organizations share information, develop measures of success and involve workers in the actions that are needed for organizations for organizational success.

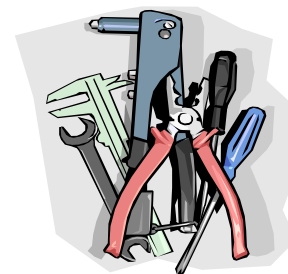
Quality organizations involve workers in problem-solving. Greater worker participation in solutions substantially increases the success of strategies that protect the quality and security of their jobs. When workers and the union un-

derstand the problems, they can advocate for solutions that meet the needs of the customer and employees. Valued jobs are linked to effective and efficient work procedures and a work environment that values the contributions of workers.

Case Example: ODOT PARTnership Team

ODOT sought to contract out parts inventory in its 12 districts by proposing that NAPA perform the work currently performed by 105 employees statewide. OCSEA argued before the Legislative Controlling Board that the employees were not informed of the problems and worse, never had a chance to develop solutions to inventory costs and management. ODOT and OCSEA agreed to form the

PARTnership Team to look at process/inventory problems, identify solutions, develop important measures of success and help assure employees have the training and preparation to get the job done right. The PARTnership Team has been instrumental in saving jobs and getting the job done right.



“Lean” does not mean firing people. It means, among other things, eliminating waste of all kinds.

Upcoming Quality Events

QStP 2+ Training

May 8 & 9—OCSEA Union Hall
Aug. 7 & 8—OCSEA Union Hall
Dec. 4 & 5—OCSEA Union Hall

To register call Romerry Scott—Office of Quality Services (614) 644-5154

Leadership Skills for a High Performance Workplace— July 10 & 11—to register call Romerry Scott—Office of Quality Services (614) 644-5154

Tools and Techniques for Team Facilitation— June 4-6—To register call Romerry Scott—Office of Quality Services (614) 644-5154

High Perf. Planning, Decision-Making and Implementation—\$175—To register call Romerry Scott—Office of Quality Services (614) 644-5154

Team Up ODOT—May 14—Rhodes Building, Ohio Expo Center—9:30 to

1:00 p.m.

High Performance Workplace Conference—May 23—Cols. Convention Center—10:30 to 4:00

Ohio Learning Work Connection—Ohio Dept. of Education, May 1 & 2, - 8:00 to 5:00—Dublin Embassy Suites—(614) 688-8148—From Vision to Action is an opportunity for local teams to engage in training. Team registration only.

FAQ—Frequently Asked Questions

Why does it seem that the kind of QStP I’ve come to know is changing?

The concept of quality is a living, breathing idea. Like any living, breathing thing it evolves and takes on new forms. Some of the new areas quality has branched off into include the Ohio Award for Excellence and the Malcolm Baldrige Award. Quality is never going to be a static concept.

For those of you who have a philosophical background there is something called a Hegelian dialectic (sorry about the term. You have an idea and then an opposite idea appears. The reaction between the opposing ideas causes a new idea to appear. This is what is happening with QStP.

The important thing to remember with QStP is that we can never lose sight of the partnership. Quality organizations value the input of workers in

their processes of change and also incorporate workers’ interests. This is just one important role of the union.

“Change is not about understanding new things or having new ideas; its about seeing old things with new eyes—from different perspectives. Change is about rediscovery.”

Dee Hock, Founder, VISA

7 Habits Training—2002—What, Why and How

We chose to be public employees because we want our work to mean something. We want to provide the highest quality of service to the people we serve. But we are also parents, spouses, family members, and members of our communities. In this fast paced world how do we make time for all the things we want to be? The “7 Habits” training might just be the tool we need.

Stephen Covey wrote a book to try to help anyone who is looking for ways to get “control of their time”, “do the right things” instead of “doing things right”, and “live a more productive and wholesome life”.

This book is available at any bookstore, but sometimes we need more than a book to accomplish the changes we want. We need to interact with others as a way which creates lasting

change in our lives. The Franklin Covey Corporation has developed a training program that can be used by organizations to help employees change their lives. This program has been used at the Department of Public Safety for two years with resounding success. OCSEA is exploring with the Office of Quality and Workforce Development how this exciting training can be brought to State Employees like you.

Please watch for more information regarding this training in upcoming newsletters, on the OCSEA website or from Workforce Development brochures. This is just another example of how your union is working to provide important training opportunities to its members.

Decision Making Quiz

The following graph shows the number of errors made by members of a work team doing identical work. As a result of this information, which employee would you talk with first? The information supplied in the graph is quite clear. There is a temptation to grab Pete and discuss his performance. But wait—there may be a better way. Let’s find out why Sue’s error count is only 1. That is also a strong deviation from the average and carries far more potential for the organization than spending a lot of time with Pete. Notice that the average for most of the work crew runs around 4 or 5 errors. If we spend all of our time with Pete, we might pull his error rate down from 9 to 5. That would be an improvement of 4 fewer errors for the entire crew. However, just think of the advantage we would gain if everyone could be helped by using Sue’s techniques. Even if each employee could reduce their error rate to an average of 2, that would be an astounding 27 point reduction in the number of errors! Talk about leverage. Maybe—just maybe—someday we might have a performance review process that follows this example.

ODNR Uses QStP to Attack Privatization

A project that started as a way to combat grievances being filed regarding contracting out in the agency turned into cutting edge labor-management cooperation to save jobs at ODNR. Labor and management now work hand in hand to review park budgets to identify work that is headed for privatization. Bargaining unit members have an opportunity to show management that they can do the work better and for less. And they can do it before the work is contracted out. Other benefits from improved labor-management relations include labor and management working together to save the jobs of 33 bargaining unit members slated for lay off earlier this year.

Now is the time to hold fast

“I applaud the efforts of our members who have been engaged in QStP in their agencies for some time. With shortfalls in the state budget, now is the time to remain committed to using quality processes and tools to save money and provide exceptional services to the taxpayers of Ohio. The employees have many answers. Give your customers the best you have, and the best will come back to you.”

Irwin Scharfeld,
Executive Director, OCSEA

UNION QUALITY NETWORK REPRESENTATIVES

QUALITY WEBSITES

Agency	Name	Telephone	E-mail
Adj. General	William Melvin	(614) 336-7280	Wmelvin2@columbus.rr.com
Aging	Julia Little	(614) 466-3253	jlittle@age.state.oh.us
Agriculture	Joette Moore	(740) 866-6361	joettem@earthlink.net
BWC	Jean Fightmaster	(614) 728-3424	jean.fightmaster@bwc.state.oh.us
Commerce	Judy Reid	(614) 644-9566	jereid@com.state.oh.us
DAS	Jeff Hodges	(614) 727-0025	
DR&C	Frankie Smith	(614) 752-1786	
DYS	None		
Education	Carol McClung	(614) 728-2741	
EPA	Mike Bolas	(330) 963-1109	mebolas@juno.com
Health	William Hayward	(330) 643-1300	
Ind. Comm.	Jeff Potts	(614) 728-0806	mrjpotts@yahoo.com jpotts@ic.state.oh.us
Insurance	Sandra Ellis	(614) 644-2640	
Lottery Comm	Traci Pinkney	(216) 787-3200	
MH	Chris Murrell	(740) 439-1371	murrell@jadeinc.com
MRDD	None		
OBM	Vasudev Bhatt	(614) 466-2581	vhbhatt@yahoo.com
OCRC	None		
ODADAS	None		
ODJFS	John Loomis	(740) 382-1115	johnloomis@msn.com
ODNR	Derek Collins	(614) 265-1038	derek.collins@dnr.state.oh.us
ODOT	Teresa Haddix	(513) 424-1228	thaddix@dot.state.oh.us
ODOT	Willa O'Neill	(749) 373-0536	willa.oneill@dot.state.oh.us
Ohio Expo	Eldrid Davis	(614) 466-3733	daviseldrid@aol.com
Ohio Vet Home	None		
Public Safety	Rosemary Jamison	(614) 728-5471	rjamison@dps.state.oh.us
PUCO	Eddie Parks	(614) 466-6150	eddie.parks@puc.state.oh.us
RSC	None		
Taxation	Cindi Robertson	(614) 728-8341	cindi.roberstson@tax.state.oh.us

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

State.oh.us/quality

Office of Quality Services website.

InsideQuality.com

Tailored to the quality professional and offers: Career Cntr., Ask the Experts, News, Vendor database.

Qualitydigest.com

In-dept coverage on products and services that are shaping quality in manufacturing and service.

BaldrigePlus.com

Everything you want to know about the Malcolm Baldrige Nat'l Quality Award.

Asq.org

Encourages quality professionals and engineers to become fully engaged.

Qualitytoday.com

Provides quality news, web search guide, quality events and interactive discussion groups.

Baudville.com

Supplies for recognition, team building and special events.

Ohiolearningwork.org

Team training opportunities

www.ocsea.org/quality