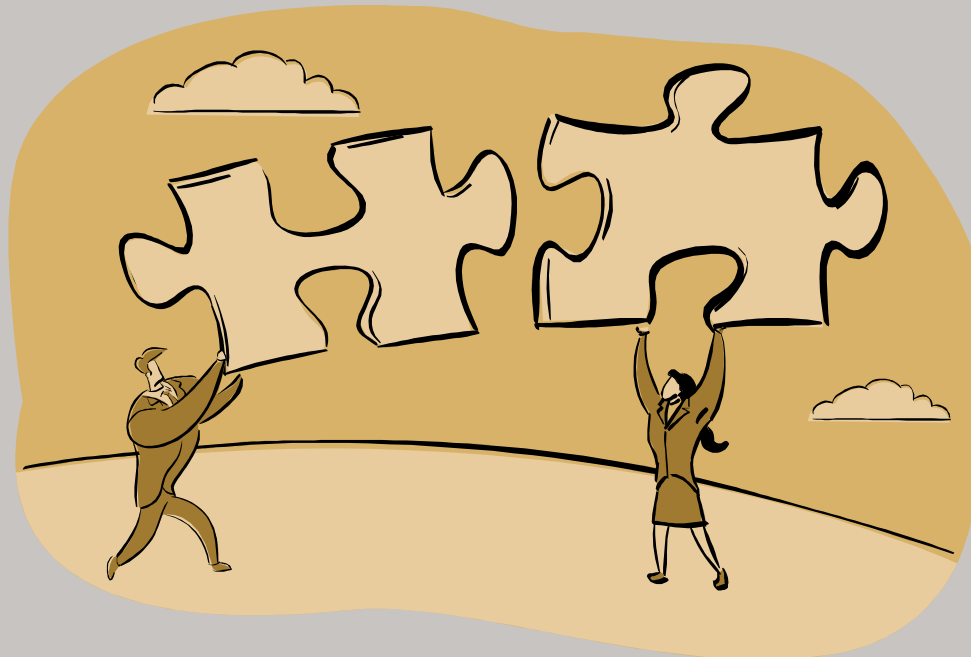


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Getting to Know You!

Human Resources

January 8, 2009



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Sign up sheets

Lean Customer (yellow)

HR Email List (blue)

Employment Services

Advertising, Hiring, New Employee Orientation

Employee Relations

Benefits, Labor, Payroll

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Agenda

Survey Results

Human Resource Structure

Continuous Improvement Commitment (LEAN)

Identify Areas for Improvement

Break

Summary of Areas of Need for Improvement

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Introduction

Fall 08 Administrative Changes

Human Resource Staffing Changes

Survey Results

- Training
- Electronic Process/Automation
- Cross Campus HR Support Groups

Human Resources Structure

Employment Services

Employee Relations

Employee Relations

- Benefit Services
- Labor Relations
- Payroll Services

Employment Services - current

- Advertising
- Application Processing
- Orientation (Benefits Briefing, New Hire Paperwork, Campus Tour and Lunch)

Employment Services - future

- Develop more “On boarding” experiences (pre and post hire)
- Support for Supervisors/Managers
- Faculty HR
- Immigration Services

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Key Contacts

- Benefit Services – Renee Hiller
- Employee Relations – Bill McKilligan
- Employment Services – Phyllis Clevenger
- Faculty HR – Deb Lassila
- Immigration – Marilyn Haapapuro
- Labor – Bill McKilligan
- Payroll Services – Robert Soumis



The Strategic Objective

Michigan Tech will be a Premier Technological
University for the World



Priority

Developing Resources to Support
Faculty, Students, Staff

Ongoing Initiatives

Presidents home page

“Continuous improvement of the quality of learning and working environments “

AQIP

LEAN

What is Lean?

A collection of principles, methods and tools that improve the speed and efficiency of any process by *eliminating waste*.

LEAN Quality Improvement

- Dining Services
- Human Resources
- Sponsored Programs

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One Key Concept

Value is defined from the customer's viewpoint



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“All we are doing is looking at the time line; from the moment the customer gives us an order to the point when we collect cash. And we are reducing that time line by removing the non-value-added wastes.” *Taiichi Ohno*

Order

Cash



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Order to Cash in and HR world

Hire > Lifetime of Employee > Retirement
----->----->----->----->-----

Request Position > Advertise > Interview > Hire
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Set up > Orient > Evaluate > Reclassify/Promote
----->----->----->----->-----

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Kaizen Team

- Leader
- Co-leader
- Champion
- Sensei
- Members/workers
- Customers!



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1st Step

Identify Customer Issues?

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Gallery Walk Questions

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Beginning the 1st steps

- Summer Payroll
- Every six month updates
- Sign up LEAN customer list
- E-mail lists (maintained by Chris Mattson)
 - Employee Relations
 - Payroll Processing
 - Labor Relations
 - Benefits
 - Employment Services
 - Hiring & Application Process
 - Training
 - New employee “On Boarding” (orientation)

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Let's get together!

