

May 2004

Human and Quality Resources Report

ISO. Steve Pettyjohn, auditor from SRI, was here for 3 days on May 5th-7th, 2004. The audit went very well. There were two minor non-conformities that will be easily addressed. Steve was very impressed with the progress and growth of our system. We will be changing the audit format for next year to focus on process audits instead of policy and procedure audits. This will actually help the process be more efficient and address the system and how the processes interact with one another instead of looking individually at the policies and procedures. In addition, Patty Bicanich, as part of the state project for ISO, was here and we were grateful for her support in our efforts. The staff has worked hard to continue the path of continuous improvement.

Recruiting. We have made progress in the recruitment of both a Cosmetology Instructor and the Supervisors of Instructional Support. We will hopefully have candidates to recommend at the meeting in May. This has been a challenging process and we have been fortunate to have many staff members involved in the process. We have been using a team based, trait focused approach.

Benefit Changes. The benefit changes negotiated in the professional contract effective July 1, 2004 have been made with Highmark. BAI will be here for two presentations in June to explain the changes in the benefits as well as answer any questions the staff may have on how the changes will be processed. The major change to address will be the deductible and how this will work with the Select Blue plan.

Service Awards. Dr. Jackson and Mr. Bucksbee will be presenting service awards to the staff at a June 3rd picnic to thank them for their many years of service. Our employee service total is approximately 670 years which is an average of approximately 11 years per employee.