

April 2006

Human and Quality Resources Report

ISO. Internal audits continue and at this point are about half-complete. The internal auditors have met and it seems feasible to finish the audits as scheduled, by the end of April. In addition we are working on the creation of a supplier management system to track the performance of our suppliers. This will involve each user rating their suppliers on an annual basis to track their performance over the years. This will close one non-conformance we had from our audit by SRI in October.

Recruiting. Recruitment continues for custodial subs and seasonal help. Various avenues including career link have been explored. We have had some results but we continue to explore other avenues. With summer coming there are projects scheduled to be accomplished with students and faculty not in the building.

Staff Development. Process mapping continues to be a discussion within our administrative team. Our first session of actual mapping is scheduled for May 9th. We hope to map one complete process and then use that knowledge to map other processes. Mike Lobaugh from Penn-State Behrend will be here to facilitate that session. He is an engineering professor and a consultant through their corporate and continuing education department.

Staff training on technology will continue with the next round including secretaries when the new Technology Manager is up to speed. This will be an on going discussion with the Technology Manager as we fit this into the priorities he has set.