



Newsbeat

Highlights and Headlines
from in and around
Campus Services

EMORY POLICE DEPARTMENT EDUCATES CHILDREN ON BICYCLE SAFETY

As part of the Emory Police Department's on-going collaboration with the Safe Kids DeKalb program, **Officer Darrell Johnson** conducted a Bicycle Safety program for students at Midvale Elementary School on February 28, 2012. This program educates children on how to stay safe while riding bicycles, including how to wear the proper safety equipment.

Barbara Luton, coordinator with the Safe Kids DeKalb program, is grateful to Officer Johnson for taking the time to support the program. "Having Officer Johnson there with his bike made the whole presentation more interesting and exciting for the students," she said. Safe Kids helps educate children on the rules of the road and helps teach them the dos and don'ts of bicycle safety.



Officer Johnson demonstrating safety turns while riding a bicycle for the Midvale Elementary students.

The Bicycle Safety Program includes tips on wearing the right reflective clothing and stickers, riding on sidewalks when possible, and how to maintain the proper equipment for bicycles. With summer approaching, there will be an increase in bicycling. The Safety Bike Fair at Midvale Elementary was an excellent way for students to become educated on the proper procedures to stay safe.

INSIDE THIS ISSUE:

Leadership Spotlight
In Memoriam
CS Open Positions
Recyclemania
Center for Women Events
CS Highlights
Upcoming Events

Midvale Elementary hopes that EPD will come back to do more presentations. "We got good reviews from the students. They hope that Officer Johnson will come back for future events," said Ms. Luton. EPD does a great job with doing outreach programs. We know that they will continue to invest in these projects.



Officer Johnson explaining the importance of always wearing a helmet.



LEADERSHIP TEAM SPOTLIGHT

SPOTLIGHT ON: LISA UNDERWOOD

AVP OF TRANSPORTATION & PARKING SERVICES

While it would be difficult to imagine Benjamin Franklin strolling around the Emory Campus today, his thinking has been echoing across time and indeed has become a touchstone across the world and specifically here, at Emory, while considering our roles in Campus Services. Whether we are improving our professional skills, a personal talent/skill, or furthering our education, there is something deeply satisfying in knowing that through our hard work and our efforts, something is better today than it was previously. It makes today's work and the anticipation of tomorrow's work, full of promise and great expectation. I have a passion for helping, fixing, and improving. Knowing this about myself, it isn't surprising that I was drawn to enroll in the

executive MBA program here at Emory, a very rigorous academic program at the business school. It was in that program a couple of semesters ago that I learned that my passion has a name..."Kaizen" or "Continuous Improvement."

Kaizen is Japanese, meaning "improvement," or "change for the better." It is a business philosophy or strategy developed and practiced first in Japan after World War II and has been applied in many industries since that time. Kaizen is the name for the constant and intentional effort to improve products, services, and processes in an industry or business. The Toyota Production System is one of the best known examples of Kaizen. All employees at all levels within the Toyota organization are involved in the continuous improvement process. The plant is so dedicated to this idea that if a problem is discovered on the assembly line, all workers have the right and obligation to stop the entire line in order to seek a solution. Supervisors respond immediately, the problem is studied, and solutions implemented on the spot. I'm not suggesting that we are able to stop what we are doing every time we encounter a problem, but I am suggesting that there may be alternatives for achieving similar results within our operations. One of the greatest things about continual improvement is that the ideas for improvement come directly from the talents of the workforce.

In the three years I have been at Emory, I have found it to be a wonderful place to work, a unique place where community and people are valued. In Campus Services, we have opportunities every day to make our great community even better. I have been thinking lately about how the idea of continual improvement could be applied to the way we serve our customers. Whether our customers are internal to Campus Services, specific to a building, or are scattered across the campus, our interactions with them, small and large, define us as an organization. Campus Services impacts the Emory community each day in the many ways we provide a wide variety of services from parking, transportation, police, maintenance, custodial, design, construction, and the list goes on. While the types of services we are offering across CS divisions vary greatly, one goal we all have in common is to bring value to our customers. When our customers have issues or problems, it is obviously important to take care of the immediate issue, but we start to practice continuous improvement by looking next for the root cause of the problem. This is the space where Kaizen can occur with respect to customer service. To remain relevant to our customers we must continuously create value for them.

An important question we should be asking ourselves repeatedly is do we really listen to what our customers are saying to us? Instead of thinking of the problems reported by our customers as complaints, let's consider this feedback as our opportunity to improve. Don't waste your time focusing on the things you cannot change or control, like the behavior of others. Let's focus on the things we can improve and start implementing our plan for continuous improvement...every day! And don't necessarily wait for someone else to make the change, find areas where you can influence the change and go for it! You will be pleasantly surprised at what can happen. When we work together toward improvement and when we help one another remove barriers, we can do as a team what perhaps we are unable to accomplish individually. With a focus on growth, improvement, and progress, success and achievement will have significant meaning which can also elevate our intentions and our work as we provide amazing customer service to the Emory community!

Lisa Underwood

IN MEMORIAM

MATTIE GRESHAM



We were all saddened by the passing of our beloved colleague, Mattie Gresham, on December 17, 2011. Mattie started with Emory University in July 1993 in Building & Residential services where she remained.

Mattie was known for her sweet, loving spirit. Her smile was uplifting to all who knew her. She would help anyone in need. Mattie was a hard worker who wasn't afraid to get dirty to get the job done right. Even when Mattie was sick, she remained positive and still had that wonderful laugh that everyone loved.

Everyone that knew Mattie agreed that she was a fantastic dancer. No one could "drop it like Mattie"! At a recent Staff Fest, a woman was dancing and Mattie decided to join in. Pretty soon they both had an audience of people, with some wanting to learn their dance moves. She enjoyed taking trips with co-workers and spending quality time with her family and friends.

Mattie Gresham was a kind and genuine person. She loved life and loved having fun. She will be greatly missed here at Emory!

ANTONIO BEASLEY



We were shocked and saddened by the sudden death of Antonio Beasley on February 2, 2012. Antonio started with Emory University in April 1998. He was recently promoted to Building & Residential Services Supervisor for the Night Shift in December 2011.

Antonio was considered a nice and friendly gentleman. He would greet anybody with a smile and make everyone feel comfortable around him. He was known for his respectful nature. His laid back demeanor made everyone feel like family.

Antonio prided himself on being a dutiful employee. He was always willing to help anyone who needed help. His work gave him a sense of pride and he did not believe in disappointing people when it came to doing a great job. There was no task given to him that he didn't complete to his fullest ability. Everything Antonio did, he did it with a smile and a can-do attitude that rubbed off on everyone around him.

Antonio was a friendly and loving person. He loved people and loved helping others. He will truly be missed here at Emory!

CAMPUS SERVICES OPEN POSITIONS

~submitted by Kelli Howell-Robinson, Human Resources

Department	Job Title	Job Requisition ID	Positions open
Bldg & Res	Custodian, Sr	24683BR	4
Bldg & Res	Custodian	24686BR	1
Bldg & Res	Custodian (Reg PT)	24687BR	4
Bldg & Res	Custodian (Housing)	24231BR	1
Bldg & Res	Custodian (1599 Bldg)	27054BR	1
Bldg & Res	Custodian, Sr (D. Surby)	26299BR	2
Bldg & Res	Supervisor, Custodial	27051BR	1
Bldg & Res	Supervisor, Custodial (Housing)	27202BR	1
Bldg & Res	Custodian (Housing)	27052BR	2
Bldg & Res	Custodian, Sr (Housing)	27053BR	3
EPD	Police Officer	25325BR	1
EPD	Mgr., Police Communications	25830BR	1
Grounds	Landscaper	24680BR	1
Grounds	Landscaper	25493BR	1
Parking/Trans	Mgr., Enforcement Officer	25925BR	1
Parking/Trans	Enforcement Officer	24475BR	1
Shredding	Document Shredding Specialist	27204BR	1
Zone E Maint.	Maintenance Mechanic	23322BR	1
Zone E Maint.	Maintenance Mechanic	25496BR	1

All applications need to be submitted electronically at <http://www.hr.emory.edu/careers/index.html>



RecycleMania!

FEBRUARY 5-MARCH 31, 2012

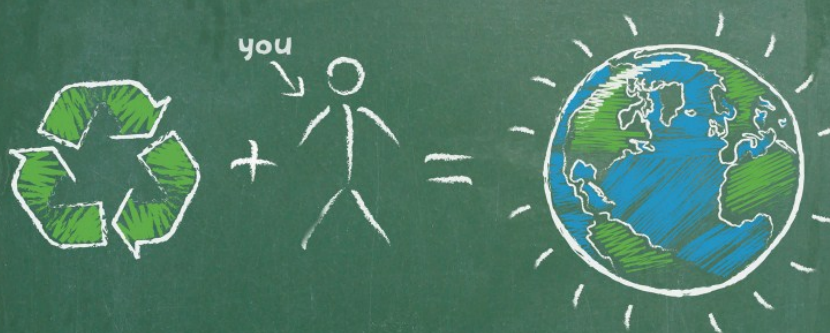
RecycleMania is a friendly competition and benchmarking tool for college and university recycling programs to promote waste reduction activities to their campus communities.

Emory RecycleMania – Competition Division

- Emory University will compete in the “Competition Division” which includes the following categories:
- Per Capita Classic
- Waste Minimization
- Grand Champion
- Gorilla Prize (Papers, Cardboard, Bottles, Cans)
- Targeted Materials = White Paper and Compost

Goals :

- Increase recycling participation by students and staff.
- Heighten awareness of Emory's waste management and recycling programs.
- Lower waste generated on campus by reducing, reusing and recycling.
- Serve as a catalyst for universities to build and expand campus waste reduction programs.



It All Adds Up

Join students all across America competing in
RecycleMania, the eight-week recycling competition.

For more information please visit: www.recyclemaniacs.org

If you want to “Be a RecycleManiac!” call or write:

Molly Lutton - mlutton@emory.edu 404.712.0093

Deena Keeler - deena.keeler@emory.edu 404.727.9275

Claire Wall - claire.wall@emory.edu 404.712.8921

EMORY
RECYCLES



sustainability
initiatives

WOMEN



Laura Turner Seydel is a national environmental advocate and eco-living expert.

She is chairperson of the Captain Planet Foundation and Zero Waste Zone, and co-founder of Mothers and Others for Clean Air and the Upper Chattahoochee Riverkeeper.

Laura serves on her family's foundation boards including The Turner Foundation, Jane Smith Turner Foundation, the Turner Endangered Species Fund and Ted's Montana Grill. She serves on national boards including League of Conservation Voters, Defenders of Wildlife, Waterkeeper Alliance, the Green Schools Alliance and Environmental Working Group.

Laura lives with her family in their home, EcoManor, the first LEED certified Gold residence in the Southeast.

Empowering Women to Create a Sustainable Future

Presented by Laura Turner Seydel
Chair of the Captain Planet Foundation

A national environmental advocate and eco-living expert, Laura Turner Seydel is chair of the Captain Planet Foundation, which supports hands-on environmental projects for youth in grades K–12. The foundation's objective is to encourage innovative activities that empower children around the world to work individually and collectively as environmental stewards. Seydel will discuss the impact of women's rights on environmental conservation and global access to safe water.

March 22 **7:00 pm**
Center for Ethics
Room 102

Sponsored by the Center for Ethics and the
Center for Women's Ali P. Crown Endowment.

For more information, visit the Center for Women at womenscenter.emory.edu
or the Center for Ethics at ethics.emory.edu



EMORY
UNIVERSITY

Center for Women

Center for Faculty
Development and Excellence



STORIES FROM THE OP-ED FRONT LINES

A Public Scholarship Workshop

Presented by Dr. Drew Westen, Professor of Psychology,
Dr. Deborah Lipstadt, Professor of Modern Jewish History, and
Hank Klibanoff, Emory Professor of Journalism

Monday, March 26, 2012

Emory Center for Ethics Rm 162
Noon-1:15 p.m.

Lunch will be provided for up to 25 people.

For more information, please visit cfde.emory.edu,
www.womenscenter.emory.edu or email rRisam@emory.edu.

Three Emory faculty members—Drew Westen, Professor of Psychology; Deborah Lipstadt, Dorot Professor of Modern Jewish History and Holocaust Studies and Hank Klibanoff, James M. Cox, Jr. Professor of Journalism and Pulitzer Prize winner—will share their experiences and advice as op-ed contributors in major national media outlets. This event is open to all faculty and graduate students. Lunch will be provided for up to 25 people. Please RSVP to Roopika Risam at rRisam@emory.edu.

CS HIGHLIGHTS

We Want To Hear From You!

Do you have an idea on how we can improve Campus Services for the benefit of employees, customers, or the University as a whole? We would love to hear your ideas!

Send your submissions to:

CSsuggestionbox@emory.edu

Submissions will be reviewed by the Senior Leadership Team, and those ideas enacted will have a nomination submitted to the CS Select Committee

*This mailbox can only accept incoming mail from an emory.edu email address



~submitted by Ashley Cobette, Office of the VP of Campus Services



CONGRATULATIONS



Greg Pepper

Congratulations goes out to Greg Pepper and Dale Sams for receiving their Master Operators Certification plaque from Siemens on December 21, 2011. This is a major accomplishment that takes additional years of specialized training on Siemens building automation system. Dale Sams became a Controls Technician in 2005, and Greg Pepper was hired in as a Controls Technician in 2008. We want to congratulate the both of them on this accomplishment.

~submitted by Milton Baines, Controls Information



Dale Sams



March

"Spring is when life's alive in everything."

~Christine Rossetti






Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 CS Supervisor's Meeting	2	3
4	5 FSAP Freedom From Smoking	6 CSAB Meeting	7 EHSO Training FSAP Freedom From Smoking	8	9	10
11	12 FSAP Freedom From Smoking	13	14	15	16	17 St. Patrick's Day 
18	19 FSAP Freedom From Smoking	20 First Day of Spring 	21 EHSO Training	22 BRS Supervisor's Meeting	23	24
25	26 FSAP Freedom From Smoking	27 BRS Supervisor's Training	28	29	30	31

EMPLOYEE UPDATE - MARCH

Congratulations - New Titles

Velma Williams-Parks *Day Shift Supervisor* Oxford College
Darren Edwards *Housing Supervisor, Night Shift* Oxford College

CALENDAR KEY:

-  Training
-  Committee Meetings
-  Sessions for Supervisors
-  Holidays/Special Events
-  Other Meetings



Feedback and story ideas are welcomed!

Please Contact:

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