

Unveiling ends suspense

By Donna Micklus

A signature is worth a thousand words. And so it was on May 14 as DAS folks ceremoniously signed their names to the banner depicting the new tagline, "DAS, with us, you're in business."

"This is what all our efforts are about... hoping that every single employee realizes the ever important value he or she brings to the success of "What Can We Do in 2002," said Commissioner Barbara Waters.



Commissioner Barbara Waters and Director of Communications Donna Micklus unveil DAS' new tagline as special guests Midge Baldrige and Helen Robbins, wearing their new DAS caps, look on.

The unveiling of the new tagline was the culmination of a ten-day promotional campaign to pique employees' interest and curiosity about the event, which was announced cryptically only as "RU With Us... Be there May 14."

In addressing the overflow crowd of 200, Waters talked about the need to make the connection with the colorful project posters that hang in all business centers, to the Baldrige categories that frame those projects, to the at-large business strategy of DAS.

"We've been through the Baldrige self-assessment, and the Baldrige criteria are now becom-

ing a part of our everyday culture," she said.

"But what better way to make it all real than to have Mrs. Malcolm Baldrige with us today," Waters said in her introduction of the day's guest of honor.

Midge Baldrige, echoed her late husband's words on the need for performance excellence.

"Mac testified before Congress just before he died hoping to get support for his quality initiatives," she said.

Mrs. Baldrige referenced Dr. W. Edwards Deming, who, in the 1950s, espoused a similar philosophy of never-ending improvement in quality. He was virtually ignored in the U.S. but embraced

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by Japan. "And we all remember when Japanese industries soared," she added.

Today, the Baldrige National Quality Award is presented annually by the President of the United States and is one of the most prestigious in the country.

"Companies that have won the award have an obligation to share their expertise and success with others. Just as DAS, as a leader in state agencies, will, I hope, share with your counterparts in state government," Midge Baldrige concluded.

Another special guest was Helen Robbins, who served as Malcolm Baldrige's Executive Assistant in Washington, D.C., when he was Secretary of Commerce from 1981 until his death in 1987.

"Mac Baldrige believed that CEOs spent too much time watching the 'bottomline' and not enough time watching quality control, which would have taken care of the bottom line," Robbins said.

"In other words, he believed quality products automatically made money," she explained.

Robbins now works in the Tourism Office at the Department

of Economic and Community Development.

Waters concluded the ceremony saying: "We know the task before us... embrace the Baldrige standards of excellence and simply do business better, cheaper, quicker. Employees and customers alike need to know 'With **us** you're in **business**.' Thank you all for coming, thank you for all you do."



With the now familiar "What Can We Do" posters as a backdrop, Commissioner Waters introduces guest of honor Midge Baldrige, wife of the late Secretary of Commerce Malcolm Baldrige.

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Visit our website at
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DAS employees crowd into the North Mechanical Room to await the mystery announcement.



Are we succeeding in making it real?

Here's what our folks are saying. . .

I felt honored and privileged to have Midge Baldrige be a part of our day.

Eva Merriman

We act more like a family instead of a corporation. You can tell by the way we celebrate events and support each other.

Vin Lombardo

It doesn't get any better than this!

Art Paulette

It was really inspirational to have Midge Baldrige visit us and share her insights.

Jim McKenna



Yvonne Groves was one of the lucky winners of the Baldrige Quizzes that preceded the May 14 event.



Guest speaker Midge Baldrige addresses employees on the Malcolm Baldrige National Quality Award.

I was thrilled to see so many DAS staff in attendance. I also felt honored to meet Mrs. Baldrige, and I hope her message touched everyone. We here in DAS can really make a difference if we stay focused and strive for excellence and quality in our Business Centers' purpose.

Carol Wilson

Fantabulous!!

Isaac Eze

Meeting Midge Baldrige provided a 'human' component to the Baldrige Criteria for Excellence. It provided a more 'realistic' view of the assessment process.

Jean Michael

The opportunity to participate in a living legacy such as Malcolm Baldrige is both a great honor and obligation - rare for state service. The Baldrige process is a way of business; like a way of life... you live it; not just once a year.

Abbie Wotkyns

Awesome, really great! DAS has come a long way and is way ahead of other agencies.

Patty Griffin

DAS has taken on a large but necessary task in identifying, organizing and publishing its leadership goals. Using the Baldrige process should assure success of this venture.

Christine Brunell



As curiosity builds, folks enjoy mingling just before the big unveiling.

Inspiring, interesting, and fun!

Lori Thibeault

I think it's great to see a state agency being run like a business. DAS is right up there amongst the best. We have great leaders.

Pam Anderson

A refreshing change to typical state government.

Paul Greco

It was really so nice that Mrs. Baldrige was there.

Betty Johnson

What fun! I love the new tagline..It makes our DAS mission come to life! It's catchy and creative. Communications did another outstanding job!

Diane Mazar Roberts

The Commissioner has made DAS real.

Jim Neil

I feel that DAS has been performing at a Fortune 500 level for years and I am honored that we are now being measured with the same criteria.

Don Casella

A productive forum to encourage motivation and participation, and we should have more forums like this for other initiatives.

Tina Costanzo

Everyone seemed totally energized!

Martin Anderson

Mrs. Baldrige was very interesting and challenged DAS not only to excel but anticipate the future and inspire others by setting the standards.

Mayme Casady

It was DAS looking to the future.

Alphonzo Deramus

Incredible display of camaraderie and spirit. Mrs. Baldrige was an inspiration.

Jerry Lynn

Signing with great aplomb



It's a great slogan!

Dan Donahue

It was nice to get everyone together to participate. The daily intrigue of guessing the answers to the Baldrige questions added to the anticipation!

Vanessa Wimberly

It's nice to see so many DAS people come together to support a function.

Julie Ahlstrin

DAS looked like a shiny star.

Rosemarie Flynn



It was a DAS family reunion.

Tanya Finn

I was part of the project team and it was great fun to think about where our agency is heading and try to come up with a tagline that tied our processes together. This event was a culmination of that work, and it was wonderful to meet Midge Baldrige and hear her talk about Secretary Baldrige - I've been part of that self-assessment process since the beginning and she really helped bring more meaning to the work we've done. I think we've begun to Make it Real for DAS employees.

Cheryl Sawina



We love all DAS events!

Exam Unit

It was the best!

Cathy Hypolite

Great things spring from a single seed

By Cheryl Sawina

Spring was definitely in the air. A “happy-the-winter’s-over” mood prevailed as folks from all over DAS attended the ERP Spring Round Kickoff event in the 5th floor South Mechanical room on May 1.

They were greeted with a spring flower feeling and walked away with their own flower or vegetable planter. Those that found a white dot on their planter won a plant. Susan Lopes was one winner who was very happy with her geranium. Vin Lombardo was busy working on a swap starting with flowers to cucumbers to tomatoes. And Patti Kokonowski thought the whole idea and theme was great. Planters were sent to Document Management Services and Fleet as well.

The ERP Committee thanks Cheryl Catania for developing the theme used on the posters – “All great things start with one little seed.”

Winners will be announced at the end of this month.

Appropriately, plants were the living theme of this Spring ERP round.



Above: ERP Committee: Nancy Jones, Don Casella, Cheryl Sawina, Donna Camillone, Tracie Knapsack, Eva Williams, Linda Shackett-Blue, Deanna Howard, Arlene Watson



Above: Tracie and Cheryl mug for the camera as (left) employees enjoy some morning snacks.

And speaking of great things . . .

Chief William E. Allen from the U.S. General Services Administration applauded **Kenn Stephenson** and the **Property Distribution staff** for “exceeding the acceptance level in the three areas of your biennial review of compliance, eligibility, and inventory. It was decided that Property Distribution should be reviewed in the year 2005, in lieu of 2003.”

Department of Economic and Community Development (DECD) Commissioner Jim Abromaitis congratulated Commissioner Waters and the staff of the **DAS Communications Office staff** “who have been our partners in making the *DECD Agenda and The Employee Edge* the award-winning publication it is today.”

Meg Yetishefsky and the entire Business CONNectiions staff thanked **Scott Benson** “for his continued support and technical assistance. The partnership with the MIS staff has helped in a more effective and efficient small business certification process. It’s Scott’s ‘can do attitude’ that has assisted us in the automation of the certification process.”

Lee Noghel from the Department of Social Services commended **Christine Brunell** and the **Recovery Unit staff** for the results of their federal audit of AFDC recoveries. “Due to

the exceptional efforts of you and your staff, this contributed to a reduced final audit finding of approximately \$9.1 million, when originally \$19.0 million was discussed as the potential state liability.”

Roy Dion congratulated the **Federal Donated Foods staff** for making the food directors’ conference and food show such a resounding success. “It could never have happened without your professionalism, dedication, and effort. Thank you.”

Helen Charette thanked **Phil Karas** for his assistance with a position in the Department of Children and Families. “It’s been a long seven months, but worth the wait. Thanks again for your help.”

Jean Michael commended **Jerry Lynn, Diane Preble, Joe Mikulski, and Catherine Abadom** for the great purchasing card audit results from Manager Michael Sartori of the Policy Services Division at the Comptrollers Office. “This is the type of audits that we like; everything is in compliance, current, and accurate. Thank you all, you are a great team!”

Preston S. Bauman from Call One, Inc. applauded the **DAS Website**. “I spend most of my day trying to do business with all sorts of government entities, and I

just wanted to take a minute to tell you that your website is one of, if not the best, I visit!”

State Comptroller Nancy Wyman commended **Carlos Velez** at the Connecticut Association of Purchasing Managers (CAPM) Conference. She specifically made mention of DAS and the Set Aside Program, and all the wonderful work that Carlos has brought to the program. What a great compliment!

Hats Off

By Cindy Rusczyk

Department of Correction (DOC) Plant Facility Manager Ken White praised **Bill Skyrme** for the DAS website stating, “DAS definitely leads the way among state agencies for effective use of automation. Immediate access to contract awards has had a profound positive impact on our maintenance operations at DOC.”

Isabelle McKinney thanked all **DAS employees** that participated in the Black History Day Celebration. “I’m so impressed and grateful for your time and willingness to help with this project. Many hands working toward the same goal brought excellent results.”

Kenn Stephenson praised **Matt Shea** for all of the enhancements he made to the e-surplus system. “Thanks to Matt’s savvy in computer technology, his professionalism, and his fantastic ‘we can probably do this with no problem attitude,’ he has been able to provide us with a resolution to many of the immediate problems we were faced with, and many solutions for the future of the e-surplus system.”

Kudos to **Lynn Peccerillo** from Tina Constanzo for all of her help with the Trade Labor RFP. “Lynn worked consistently in helping me and the vendor community establish certifications, and handled a large volume of phone interaction during the process. Thank you Lynn!”

A big thank you from Phil Karas to **Diane Preble** and **Ray Bailey** for “expediting Excel training which is a very crucial job component to my recently placed SEBAC client.”

HR Consultant Fred Owen praised **Janet DelGreco** for the “excellent service” he received in the preparation of personal service agreements.

Commissioner Barbara Waters thanked the **Take Our Kids To Work Day Committee** for “all of the hard work that went into this wonderful day. I always think that we can’t top last year’s program, and I am always very happy to be wrong! This year was a terrific example of both

what we do for work and how well we work together.”

Paul Greco praised **Meg Yetishefsky** for “helping a contractor get their ducks-in-a-row prior to an RFP opening. This contractor has played an important role in the past to our SBE objectives and if it weren’t for Meg giving it her usual all, both Procurement as well as the contractor would have missed out.”

Linda Quick from the Department of Public Works applauded **Jose Baez** for “providing immediate assistance to us regarding a problem with Commissioner Anson’s email when our technician was at a class. He is highly professional in his approach and is an asset to both DAS and DOIT. You are lucky to have him.”

Supervisor of Buildings and Grounds Raymond Boyd from Bolton Public Schools commended **Dan Barrows** for “all your help and direction in the purchase of some great used furniture. The furniture has been cleaned up and the office staff was excited to get the new desks and file cabinets. Our offices are looking great!”

Commanding Officer Captain Peter F. Warren from the State-wide Narcotics Task Force praised **Nina Ritson’s** “major contribution” to their annual report. “Many favorable comments have been received from

the law enforcement community, and we look forward to Ms. Ritson once again being made available for our report next year.”

Kudos to **Joe Giliberto** from Paul Greco for “adopting me for a week while Cindy Milardo was away. Joe was very helpful and gave me some great contracting lessons. Thanks again Joe!”

Commissioner Barbara Waters applauded **Meg Yetishefsky** for her presentation to local business leaders in Bridgeport on April 27. “Meg got a rousing round of applause right in the middle of her presentation – five commissioners there, including me, got nothing like that sort of response. She really stepped in and made us look GREAT!”

President Ghada Adeeb from Adeeb Consulting praised **Susan DeMauro** and **Eileen Morin** for their “outstanding professionalism and punctuality” when auditing his company to make sure they were in compliance with the set-aside program criteria.

Kudos to **Linda Hubeny** and the **MIS Staff** from Lydia Rosario and Phil Karas for explaining the computer problems that have been occurring at DAS and for keeping everyone so informed. “We appreciate your effort and commitment just to keep us functional with the right tools.”