

# NEWSLETTER

Volume 1 Issue 1

MINERS' HEALTH SAFETY & TRAINING

May 1996

## BRIDGING THE COMMUNICATION GAP

### From The Director's Office

I am gratified to see the agency's Total Quality Management efforts moving forward so quickly. At this time, all agency staff have been through the one-day awareness training, our Executive and Design teams are in place, and the Design team is well on the way to finalizing their first project.

Every employee is an important link in the Miners' Health, Safety & Training chain. Each of us have the responsibility to see that we do the best job we can as an agency to provide quality health and safety to the state's miners. Application of TQM philosophy and techniques will enable us to achieve that goal by creating a work climate that:

- Eliminates unnecessary tasks, and highlights and streamlines essential tasks.
- Gives us a feeling of satisfaction.
- Encourages teamwork and respect for each other.
- Encourages communication from top to bottom, and bottom to top.
- Allows for continued training and staff improvement of individual skills.

If you want to be a part of the decision making process, you must participate. I urge you to read the agency's Design Team charter carefully, then make a commitment to yourself and the agency to participate and make the agency's TQM efforts a success. *S. F. W.*

#### Inside this Newsletter:

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- TQM Update
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### WHAT'S IN A NAME?

What's a Newsletter without a name? We are asking for your suggestions. Write down a few ideas and send to the Charleston address, Attn: Newsletter Staff.

### TQM Update

What is "Total Quality Management"? TQM is a focused, integrated management system through which state agency employees participate in developing methods to improve individual effectiveness, encourage teamwork, and create a continually improving organization. TQM embraces the concept that quality is the responsibility of everyone in our organization, from the bottom to the top. This management style empowers employees to put their ideas and talents to work to improve our work process and services.

Employee empowerment means that quality is everyone's job. Everyone's input is welcome and essential. You are the backbone of

our organization and your input on how to improve our work process and work systems is needed. This is the "Total" in Total Quality Management.

TQM works through a process of bringing people together, in the form of teams, and empowering them to address issues and resolve problems that traditionally were reserved for supervisors.

#### TQM TEAMS

Some of the TQM Teams are:

##### Executive Team

- Defines agency's purpose.
- Creates and implements TQM.
- Identifies improvement projects.
- Supports employee involvement in planning and decision making.

##### Members

Steve Webber - Team Leader,  
Doug Conaway, Art Shumate,  
Eugene Dickinson, Bolts Willis.

##### Design Team

- Charters and supports Task Teams.
- Serves as liaison between Task Teams and Executive Team.
- Committed to making TQM work.

##### Members

Rod Wallace - Team Leader, Steve Snyder, Kathy Sloan, Mike Rutledge, Eugene White, Bennie Comer, Shelia Propst - Facilitator.

## Newsletter Task Team

- Purpose is to create and implement an agency newsletter, and to enhance inter-agency communication.

### Members

Clark Gillian - Team Leader, Sandy Bailey, Kathy Sloan, Barry Fletcher, Dave Kessler, Richard Boggess, Tina Estep and Don Dickerson - Facilitators.

## Who Ya Gonna Call?

This column is devoted to providing answers to frequently asked employee questions. In each issue, we will try to address several questions and provide you with contact names and phone numbers.

Q: Can I get new tires for my state vehicle?

A: First, contact your supervisor, then contact Kathy Sloan in the Charleston Office. (558-1425) The Charleston Office needs two days notice before the tire purchase except in cases of emergency.

Q: How much leave time do I have? What about increment pay?

A: Contact Marti Sigmon in the Charleston Office (558-1425).

Q: PEIA hasn't paid my son's latest medical bills. Who can I call?

A: Ask for Yolanda Morrison at PEIA (558-7850 extension 231)

Do you have a question you would like answered here? Send your questions to the address shown on this newsletter.

## Agency Accomplishments

A newsletter is born! Yes, this is the very first issue of the Office of Miners' Health, Safety and Training's newest idea. A task

team has been chartered to develop an internal newsletter to help enhance communications within the agency.

The team was chartered on the 16th and began to collect and analyze ideas that day. They brainstormed to develop the table of contents, the format and style that you see here, and set goals for completion of the initial newsletter. Each team member wrote articles and met on the 29th to finalize a rough draft.

Team representatives met again with the Design Team on May 1st with a proposed newsletter and recommendations for implementing the newsletter on a regular schedule.

We hope you like our ideas for the May issue. Our goal is to publish bimonthly and send the first newsletter out with the May 15th paychecks, so save this first issue!

## Suggestion Box

Please HELP! The Miners' Health, Safety and Training Newsletter Staff is trying to come up with some ideas to put in your agency Newsletter. We need your comments, ideas and suggestions on articles, editorials and other interesting material that we could publish. We are also interested in editorials and "Letters to the Newsletter". All submitted material is subject to review by the Newsletter Staff. Any editing of material will be on a consensus basis. To help us, send all inquiries to:

Miners' Health, Safety & Training  
Attn: Newsletter Staff  
1615 Washington St., E.  
Charleston, WV 25311

This is YOUR Newsletter, so please help us make it a success.

## Up Close and Personal

Congratulations are in order for Gary Wayne Wingrove, Jr., the 16 year old son of Mr. & Mrs. Gary Wingrove-Oak Hill Region, for successfully completing his driver's license test. Young Gary made his first solo drive on March 29, 1996.

Congratulations to Frank Legg who has the most years of service with the agency. He has been employed since August 1, 1968.

Marti Sigmon, is the most recent addition to our staff. She was employed on August 1, 1995.

## Did You Know?

- increment pay increases from \$36 to \$50 beginning this year.
- \$300 across the board salary increase for state employees effective July 1, 1996.
- Personnel in our regional offices are now qualified to calibrate and repair CMX 270 methane detectors.
- A new hydraulic lifting jack is available from Simplex that is an alternative to the mechanical Simplex jack commonly used in the mines. The jack bar will not kick back if accidentally released.
- Thirty employees recently completed a 30 hour OSHA training class in Construction Safety. This will help inspectors enforce Series 23.
- Our agency has regional offices located in: Fairmont, Welch, Danville, Oak Hill and Buckhannon.
- The first West Virginia mine inspector was appointed in 1883. His district was the entire state!