

Environmental Health Laboratories

The Nation's Drinking Water Laboratory

Corporate Values and Expectations Orientation

by Jerry Thoma, & Jim Larkin

"Our Vision and Mission -- be part of it."

Vision - Be Part of It!

MAS will always be worthy of its position as the recognized leader in the markets it serves.

Mission- Be Part of It!

EHL will contribute to improved public health and protection of the environment by providing the highest quality analytical services to its clients.

We do this by:

- Active and responsible community partnerships
- Exercising fiscal responsibility
- Responding promptly to our customers
- Active and responsible trade association and industry involvement
- Developing technical and management innovation
- Insuring continuous quality improvement
- Delivering high value at a fair price
- Providing superior values to our Stakeholders

Our Public Health Role - It's Real

- Quality First - Our Personal and Corporate Philosophy
 - Corporate Responsibility
 - Personal Responsibility
- Significance: EHL performs testing for millions of people Nationwide
- EHL "certifies" by its test results and reports that water is safe to drink based on EPA requirements

Ethics - It Matters

Confidential

- All Passwords
- All Client Information

- Data integrity
 - Holding times
 - Sample preservation
 - Manual data adjustments
 - QC & Calibration Samples; must be treated same as samples
 - Calibrations; NO manipulation to improve QC results

-Chromatographic Integrations; must produce true & unbiased peak areas

- Report accuracy
- Productivity
- Work hours
- Sick Time
- Corporate property

Suspicion or evidence of violation of EHL's Ethics Policy will result in immediate & unconditional termination

Safety - Protect yourself, your co-workers, and your business

- Chemical, Biological, Hazardous Material Safety Data Sheets
- Personal Protective Equipment
- Working Alone
- Emergency Response & Safety Team
- CPR & First Aid Certification Training

Documentation - Our Expectations

- ALL Paper and/or Electronic Documents
 - Date, Author, Title (and Time as appropriate)
 - Draft #, Draft Date
 - Final Date (when finalized)
 - Revision #, Revision Date (if revision of previously finalized document)
 - File Path w/current date
- Additional Electronic File Requirements
 - File names-Appropriate title followed by month/day/year followed by Authors' initials (See Corporate Manual for Information Services, "Employee Training Manual," 12/2/99)
 - File placement

Training - It's Worth It

- Yourself
 - Employee Handbook-Read it and understand it
 - EPA Methods - EPA requirements which must be reflected in the SOP
 - EHL SOP's - Your absolute protocol in the laboratory--You are expected to be the expert
 - Tables of Content: Electronic and Paper - see your Team Leader
 - Library - Check it out
 - Committees/Brown Bags - Participate
- Crosstraining

- Increasing your corporate and personal value
- Sharing your information and knowledge
- Orientation and Annual Performance
 - Personal Performance Assessments - your opportunity to improve.
 - Internal Audits
 - Annual Exams--Your chance to show

Performance Pitfalls - Don't Get Caught In Them

- | I Care | vs. | I Don't Care |
|---|-----|------------------------------------|
| • "I don't know ... for sure ... but let me check it out" | | "I don't know." |
| • "I assume so ... but I will verify it" | | "I assume so." |
| • "Its good enough ... for this specific purpose" | | "It's good enough." |
| • "We do it this way because this is what the method" | | "That's how we've always done it." |

"I don't know, but that's the way we've always done it so / assume it's good enough-"

Being Part of the Improvement Process- You Can Make a Difference

- Technical and non-technical SOPs
 - What you may do?
 - What you may not do.
- Why Notes on SOPs are inappropriate?
- The Art of Questioning; always ask the most experienced expert
 - Know when to take the question to the higher level.
 - Do not accept an "I don't care" response from anyone.
- Workplace Appearance and Activity
 - Cleanliness - Why would we want to work in any other environment?
 - Neatness - It is simply required to be a qualified laboratorian. It also impresses our clients.
 - Facility Maintenance Spreadsheet - Check it out.

Greener Grass - When It Really Is, Go For It!

- Leave for a "better" opportunity
- Work toward a better opportunity
- Leave behind a good impression
- Give ample notice when a decision is made to leave.

Benefit Programs - Understand Them

- Over-Time
- Profit Sharing
 - 401 K Match
 - 401 K Distribution
 - Bonuses
- Sick Time
- Vacation/Holidays
- Insurance
- Wellness
 - On-site facilities
 - Presentations
 - Flu Shots
 - General Health Assessments/Screening
 - Memorial Health & Lifestyle
 - Individualized Training/Consultation
 - Wellness Literature
- Outside Educational Reimbursement
- Human Resources - They are there to help you.

Raising the Bar

From Stephen M. Wolf, President, US Airways, Attach6, May 1998.

"When we urged our employees to set the very highest of standards for themselves and their company, the response was nothing short of phenomenal.

'As long as you are going to get up in the morning, put on your make-up or shave and get dressed to come to work--as long as you are going to do that and spend eight hours--why not give it your best?"

'I think it is perfectly fair to ask ... that we go home at the end of the day a little tired. "

First Impressions- What are your's? -- What would you like to see?

Come talk to us.

Send us an email.

Tell your Team Leader