

# THE CAO NEWSLETTER\*

Volume One, Number One

December, 1995

*\*Yes, there could be a better name for our newsletter, and you could provide it! You'll enjoy an elegant luncheon in the Members' Dining Room with Scot Faulkner if you provide the winning entry. Please submit your entry to Jean Gossman at extension 56388, or fax it to her at extension 56299, by January 15, 1996.*

## A NOTE FROM SCOT FAULKNER

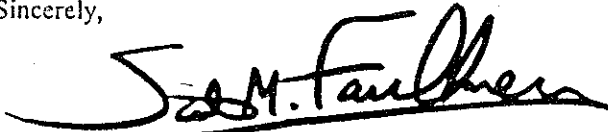
The appearance of the premiere issue of this newsletter heralds a major effort to open additional lines of communication throughout the Chief Administrative Office.

We are the single largest entity within the House of Representatives. Our 700-plus employees are spread across six office buildings and the Capitol Building. The array of services we provide Members, staff, visitors, and constituents are as unique and varied as our customers. To meet their needs we need to foster a work environment where we all are part of a closely knit, interdisciplinary and cross-functional service team. A newsletter is one way we can begin bringing us all closer together into this new working arrangement.

During my first eleven months as the chief "facilitator" of this organization I have found countless examples of professionalism and excellence. My personal hope is that these examples, and many like them, become the news, articles and ideas presented in this newsletter. Such presentations will help "prime the pump" for people to feel comfortable communicating within the Administrative Offices. There are many wonderful and positive things happening throughout our Offices, and they should be shared and celebrated.

I urge you to take time to read this newsletter. Consider it yours. It is our intention to feature information and ideas that are helpful to you as you serve the Congress. Your suggestions on what to include, and what methods of presentation work for you will make this newsletter a true community effort.

Sincerely,



---

**"The quality improvement process is progressive. One doesn't just go from awful to wonderful in a single bound."**

*- Quality Management Expert Philip Crosby*

---

### Contents

|  |   |
|--|---|
| ONECALL CAO PROVIDES ONE-STOP SERVICE TO THE HOUSE | 2 |
| "THE PIT" WOVES THE CAO AND THE ASQC               | 3 |
| BECOMING "HOUSE SMART"                             | 4 |
| TRAINING CORNER                                    | 4 |

---

---

## OneCall.CAO Provides One-Stop Service to the House

OneCall.CAO is a customer service center under the jurisdiction of the Chief Administrative Officer (CAO). OneCall.CAO provides service information for Members of the House of Representatives and their staffs. In addition, it acts as a liaison office with all support offices under the CAO in the coordination of services for the House of Representatives.

The concept for a customer service center for the House of Representatives evolved from a comprehensive review of customer needs and a survey of best practices among service providers in the event planning, hospitality, and facilities management industries. It was approved by the Committee on House Oversight, June 14, 1995.

The purpose of establishing a customer service center for the House is to better serve our Congress and the public. How can we do that? CAO Scot Faulkner is implementing a quality management strategy. This is a system for meeting and exceeding customers needs and expectations by creating organization-wide participation in the planning and implementation of continuous improvement processes. Successful organizations provide total quality products and services. That means, the services and/or products are provided in a continuously improving, more timely, cost-effective, and productive manner.

How does OneCall.CAO fit into quality management? OneCall.CAO automatically establishes a central point of contact for our customers. Members and staff will only have to dial one phone number to obtain information or coordinate services. It eliminates their having to make several phone calls to get an answer to a question, or to coordinate services that involve several different departments. For example, when the Members move their offices, they won't have to call HIR, *and* Telecommunications, *and* Furnishings, *and* Equipment, *and* the Superintendent, *etc. etc.* They will only need to make *one* phone call to OneCall.CAO. When a Member or his or her staff doesn't know where to go for information, they will only have to make one phone call to OneCall.CAO. This saves time, taxpayer's dollars, and increases productivity. OneCall.CAO allows all of us to meet and exceed our customers needs and expectations, and to continually improve upon what we do.

To make OneCall.CAO a reality for everyone we serve, it will be necessary for all CAO support offices to work as a team in providing services to our customers. The full development of this service team approach, "Team One", will be launched early in 1996. Stay tuned for further details on this exciting service concept! We are pleased to be able to serve our Congress and the public. If you would like more information about OneCall.CAO, please call Barbara Hanrahan or Carol Kresge at extension 58000. □



- Drawing by Scott O'Donnell

---

---

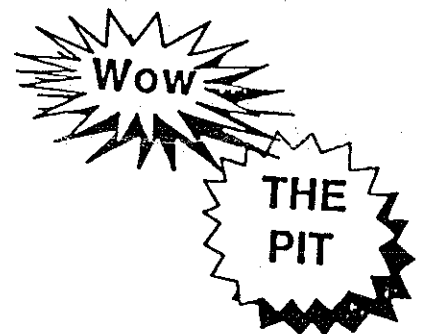
# "THE PIT" WOWS THE CAO AND THE ASQC

We hope to use our newsletter as a vehicle for employee recognition. In this issue, we highlight the Process Improvement Team. "The PIT" was formed early in 1995 as a diverse, rotating group to study work processes in Media and Support Services. In April, the PIT consisted of four persons studying process in the Assets Management Division. Original members Mary Kelly, of Office Systems Management and Sandy Quade of Office Supply had been joined by Henry Parker of Office Supply (Henry designed The PIT logo); and Ronnie Gosnell of Office Systems Management. In June, that project was completed, and the group grew to six, with the original four members teaching process empowerment skills to the new members, John Mooney and Linda Anderson, both of Office Furnishings. The PIT's work experience ranges from administrative to clerical to customer service, with years of service extending from four to 18 years on Capitol Hill.

The team concept flourished as the members experienced with the needs of each department integrated with the fresh input of the new members to find out what works best for all departments by seeking answers to questions that had never been asked before. The PIT holds meetings and interviews with departments to gain an overview of their needs and concerns. These discussions provide a window into existing procedures and problem solving methods. Current assignments of the PIT include setting up a central receiving area for all offices in Media and Support Services, and streamlining the payment process in the Accounts Payable Division with Office Systems Management. The PIT has compared Media and Support Services with other organizations and found that "we come out on top" in the areas of inventory, traffic control, and just-in-time ordering.

On September 13, 1995, the American Society for Quality Control (ASQC) National Board met on Capitol Hill. The PIT gave a case study presentation on performance measurement and customer service measures as used by task teams and self-directed work teams. Termed "a showstopper" by CAO Scot M. Faulkner, this presentation was extremely well received by the ASQC members. Members of The PIT are receiving on-the-job training in quality management, and in turn impart their knowledge to their associates. PIT members appreciate the opportunity to belong to the team and to enhance their professional development. Mary Kelly notes that team members have "learned a lot we wouldn't have learned otherwise, and we have gained a better view of how things work." The PIT embodies the quality management tenets of self-direction and continuous improvement for the ultimate good of the whole CAO organization. The PIT may be reached at extension 52388. □

**Congratulations  
to  
Linda Anderson  
Ronnie Gosnell  
Mary Kelly  
John Mooney  
Henry Parker  
Sandy Quade**



## BECOMING "HOUSE SMART"

*House Smart* is a quick reference guide designed for use by the Members and staff of the House of Representatives. It provides customers with information describing the services available under the Chief Administrative Officer. The guide includes a general description and a question-and-answer section outlining the most frequently asked questions for each department under the CAO.

At the beginning of the 104th Congress, departments and offices throughout the House of Representatives were reorganized, and CAO staff recognized the need to make services more user-friendly. Work began by developing a customer needs survey. This was sent to each department under the CAO, requesting a list of the most frequently asked questions by customers. After all the information was gathered and compiled, Bill Sturdevant who helped the team with the design and marketing. They also recruited Jacqueline Aamot as an editor. Joe Simpson compiled the book into its current user-friendly format.

*House Smart* is also available through the House World Wide Web page. If you have a Web browser, you can get on the House Web server by typing <http://www.house.gov>. As changes occur, the information is updated on the Web. Hard copies of *House Smart* are available from OneCall.CAO Customer Service Center, extension 58000.

Because we are committed to providing quality services and information to our customers through continuous improvement, we would like to hear from you. Let us know if you find *House Smart* helpful. Also, tell us if you have ideas for improving the format. Please call the CAO's Suggest line, extension 57200 or send your comments via e-mail to [SUGGEST@HR.HOUSE.GOV](mailto:SUGGEST@HR.HOUSE.GOV).

We are customers serving customers, and we thank you for your service. □

## TRAINING CORNER

Beginning in July, "Building a Quality Culture" was presented to the management team of the CAO. The one and a half day training which covers the eight principles of quality management and implementation steps, was designed and presented by CAO Scot Faulkner. Over 70 managers attended one of three training sessions offered. Some comments from participants who have attended "Building a Quality Culture" follow:

*"Quality management means continuous improvement, you never are at a point where you can't improve your skills or knowledge of your job."*

"Building a Quality Culture" was a splendid undertaking and a great success...thanks so much for taking the time to share these principles and methodology with us." . . . "I liked a lot of things I heard; as a group we need to help each other to make this a better working place." . . . "The key point for me was that excellence can be fun and fruitful."

On October 23 we began the "roll out" of the eight principles of quality to all of the CAO staff. This four hour session is designed to introduce the principles of quality management. Additional training is scheduled to begin in January to address areas such as team building, problem solving and measurement. For additional information, call Wendy Younk at extension 60526. □

Editor: Jean Gossman  
Reporters: Carol Kresge, Wendy Younk  
Original Art by Scott O'Donnell

Published by the Quality Improvement Team  
Awareness Subcommittee  
Barbara-Ann Hanrahan, Chair