

An Innovative Approach to Onboarding New Employees

Brenda Randell
Executive Assistant
Associate VP for Administration
bsrandel@mtu.edu

Alexandra Holmstrom
Administrative Aide
Office of Continuous Improvement
aholmstr@mtu.edu

Outline

- Purpose
- Flow chart
- Administrative position examples
- Custodian position examples
- Flow chart
- Short hands-on activity
- Q&A

Purpose

- Smooth integration for new employees
- Standard process
- Calm and ready-to-learn transition into a new position
- Takes time, but a large payoff
- Piloted for Admin positions

TRAINING GUIDE STANDARDS – FLOW CHART

PROCESS

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

STEP 6

STEP 7

SELECT A
RESPONSIBILITY
FROM JOB
DESCRIPTION

DETERMINE TASKS

DETERMINE
TRAINING

DETERMINE
POINTS OF
CONTACT

UPDATE
ONBOARDING
CHECKLIST

PRIORITIZE
RESPONSIBILITIES

BEYOND
RESPONSIBILITIES,
ADD TRAINING/
TASKS THAT
MIGHT BE USEFUL

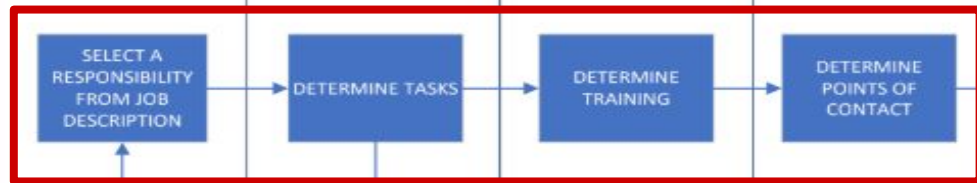
IF NONE
DETERMINED,
RESPONSIBILITY
MAY NOT BE
NEEDED

UPDATE JOB
DESCRIPTION

YES

Are there more
responsibilities?

NO



Office Assistant Example #1

Job Responsibility	Tasks	Training	Contacts
Process mail and order supplies.	Process mail	<ul style="list-style-type: none">• Pick up and distribute mail daily for OCI & EHS• Show physical location for incoming mail• Show physical location for dropping off mail• Point out outgoing mailbox• Special mailings such as FedEx/bulk mailings, use UMC mail services	Ruth Archer, DOCI Scott Wendt, Health and Safety Manager Wads Housing Office Mailroom
	Order supplies	<ul style="list-style-type: none">• Point out supply cabinet• Review kanban system for ordering supplies• Introduce Amazon Business account for University	Ruth Archer, DOCI PIC Students Purchasing Department

TRAINING GUIDE STANDARDS – FLOW CHART

PROCESS

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

STEP 6

STEP 7

SELECT A
RESPONSIBILITY
FROM JOB
DESCRIPTION

DETERMINE TASKS

DETERMINE
TRAINING

DETERMINE
POINTS OF
CONTACT

UPDATE
ONBOARDING
CHECKLIST

PRIORITIZE
RESPONSIBILITIES

BEYOND
RESPONSIBILITIES,
ADD TRAINING/
TASKS THAT
MIGHT BE USEFUL

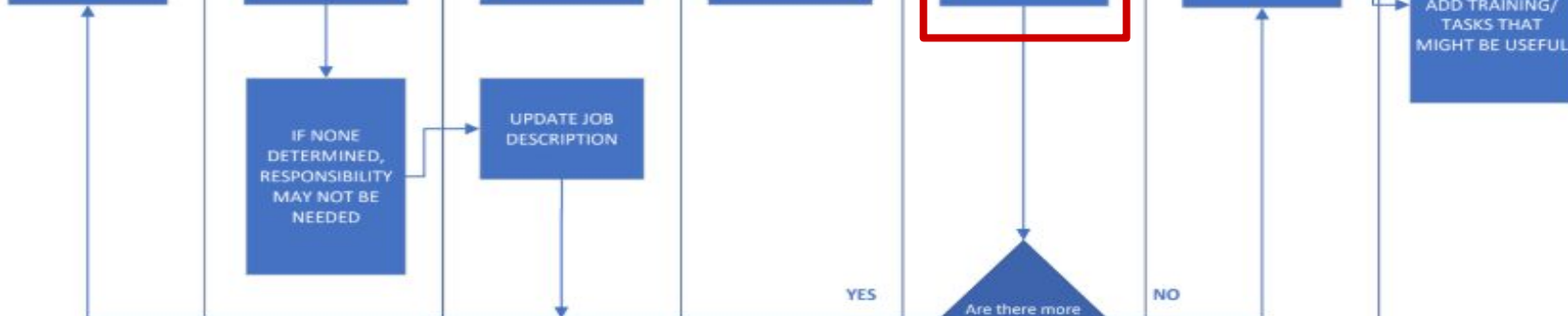
IF NONE
DETERMINED,
RESPONSIBILITY
MAY NOT BE
NEEDED

UPDATE JOB
DESCRIPTION

YES

Are there more
responsibilities?

NO



Onboarding Checklist

Process mail and order supplies.		
	Action Item	Who is Responsible
<input type="checkbox"/>	Introduce yourself to the Housing Office and the Wads front desk staff	New employee

TRAINING GUIDE STANDARDS – FLOW CHART

PROCESS

STEP 1

STEP 2

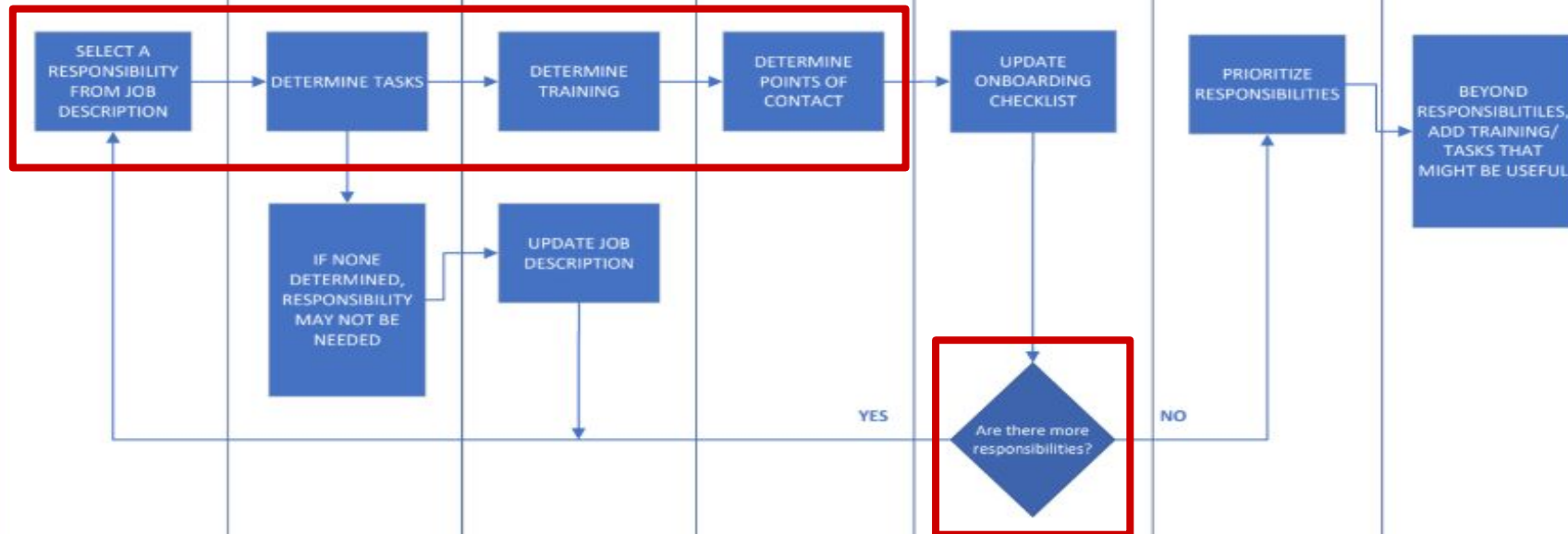
STEP 3

STEP 4

STEP 5

STEP 6

STEP 7



Office Assistant Example #2

Job Responsibility	Tasks	Training	Contacts
Apply safety-related knowledge, skills, and practices to everyday work and report all safety-related concerns to supervisor.	Report accidents and near misses with EHS and also in daily huddle(s)	<ul style="list-style-type: none">Information on incident reporting and near miss reporting can be found on the EHS website under report an issue: https://www.mtu.edu/ehs/Point out location on OCI huddle board for reporting	EHS department Ruth Archer, DOCI
	Acquire safety-related knowledge, skills and practices	<ul style="list-style-type: none">Complete safety training - Hazard Communications (<i>GenSafe and HazCom yearly</i>)Review evacuation/lockdown procedures for officeLean training - “Combining Lean and Safety: A powerful 1-2 punch”	EHS department Business Support Center Office of Continuous Improvement

Onboarding Checklist

Apply safety-related knowledge, skills, and practices to everyday work and report all safety-related concerns to supervisor.

	Action Item	Who is Responsible
<input type="checkbox"/>	Assign Hazard Communications training	Safety Liaison
<input type="checkbox"/>	Register for Lean training - "Combining Lean and Safety: A powerful 1-2 punch" through OCI website	New employee

Office Assistant Example #3

Job Responsibility	Tasks	Training	Contacts
Commit to learning about continuous improvement strategies and applying them to everyday work. Actively engage in departmental and University continuous improvement initiatives.	Commit to learning about continuous improvement	<ul style="list-style-type: none">• Introduction to lean briefing by Ruth• OCI Website, Lean library, Gemba academy• Complete Lean Systems training	Office of Continuous Improvement
	Actively engage in departmental and University Continuous Improvement initiatives. Recognize areas for improvement and complete request form	<ul style="list-style-type: none">• Participate in departmental improvement events or projects• Participate and/or act as outside eyes for University Continuous Improvement events• Review kaizen/improvement event request form	Current Lean Facilitators

Office Assistant Example #4

Job Responsibility	Tasks	Training	Contacts
Utilize Google G Suite and Microsoft Office to draft and review correspondence, forms, reports, presentations, budgets and departmental goal planning	Utilize the shared drives and multidrive	<ul style="list-style-type: none">• Tour the shared drives and files within• Library training sessions• Google File Streaming• Update settings to convert Word/Excel to Google format• Electronic filing standards	Ruth Archer, DOCI Brenda Randell, Executive Assistant Laurie Stark, Staff Devlpmt/Lean Init Coord UMC department
	Prepare and review reports	<ul style="list-style-type: none">• Safety training administrator duties• Registration reports• Attendance metrics	EHS department Ruth Archer, DOCI

Office Assistant Example #5

Job Responsibility	Tasks	Training	Contacts
Process procurement card reallocations, budget transfers, budget reconciliations, purchase requisitions, check requests, and reimbursements	Submit monthly Concur reports	<ul style="list-style-type: none">• Concur training• P-Card reallocations for yourself and Ruth as her delegate• Review fiscal year budget to obtain proper account codes	Purchasing department Business Support Center Ruth Archer, DOCI
	Submit financial requests	<ul style="list-style-type: none">• Avpa_share drive (tour), Best Practices folder will be referred to often• Purchase requisition training	Business Hub Joan Hoffman, Manager FIS Budget office Accounts Payable

Custodian Example #1

Job Responsibility	Tasks	Training	Trainer	Contacts
Use and maintain a variety of cleaning and maintenance machines, ladders, tools and equipment	Use equipment	<ul style="list-style-type: none">• Ladder safety training through PureSafety• In person training required on ALL other equipment used	PureSafety for ladder safety Co-worker(s) for all other equipment	Supervisor Co-workers EHS
	Clean and maintain equipment	<ul style="list-style-type: none">• Consult appropriate checklist	Co-worker(s)	Supervisor

Onboarding Checklist

Use and maintain a variety of cleaning and maintenance machines, ladders, tools and equipment

	Action Item	Who is Responsible
<input type="checkbox"/>	Add employee to PureSafety, assign initial training, and add to appropriate group for future safety training	Business Support Center
<input type="checkbox"/>	Assign another custodian(s) to train how to use, maintain and clean each piece of equipment	Supervisor

Custodian Example #2

Job Responsibility	Tasks	Training	Trainer	Contacts
Remove garbage and recycling	Remove garbage	<ul style="list-style-type: none">• Garbage checked daily• Point out garbage bins on cleaning route• Show location for dumpsters• Explain the procedure for garbage removal	Supervisor	Supervisor
	Remove recycling	<ul style="list-style-type: none">• Recycling check once per week• Recycling inspection process - explain the contamination rate• Recycling poster• Sustainability website• Compactor full or jammed, reach out to bldg mechanic	Supervisor	Supervisor Building Mechanic Business Support Center

Custodian Example #3

Job Responsibility	Tasks	Training	Trainer	Contacts
Clean all types of walls and ceiling surfaces	Clean all types of walls & ceiling surfaces as needed	<ul style="list-style-type: none">• Show different ways to dust vents• Explain how to remove marks on wall due to dirty hands and shoes	Co-worker	Supervisor Co-workers

Custodian Example #4

Job Responsibility	Tasks	Training	Contacts
Wash windows, clean furniture & fixtures, dust windowsills and ledges, change lightbulbs in various fixtures inside of building	Wash windows Clean furniture & fixtures Dust window sills and ledges	<ul style="list-style-type: none">• Office windows done yearly• In person training for washing windows, cleaning furniture and fixtures and dusting windowsills and ledges	Supervisor Co-workers
	Change lightbulbs as needed	<ul style="list-style-type: none">• In person training for changing lightbulbs• Loose wire sticking out somewhere, call your building mechanic	Building mechanic

Custodian Example #5

Job Responsibility	Tasks	Training	Contacts
Maintain building entrances according to conditions by removing snow and ice, applying sand and salt, and removing debris	Maintain building entrances	<ul style="list-style-type: none">• Responsible for all exits/entrances 6 feet from the building	Supervisor Grounds
	Remove snow and ice, apply sand and salt, and remove debris	<ul style="list-style-type: none">• Examples items you can use: Sweep, leaf blower, shovel, scoop• Explain when to use sand vs salt• Back safety training through PureSafety	Supervisor Grounds

TRAINING GUIDE STANDARDS – FLOW CHART

PROCESS

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

STEP 6

STEP 7

SELECT A
RESPONSIBILITY
FROM JOB
DESCRIPTION

DETERMINE TASKS

DETERMINE
TRAINING

DETERMINE
POINTS OF
CONTACT

UPDATE
ONBOARDING
CHECKLIST

PRIORITIZE
RESPONSIBILITIES

BEYOND
RESPONSIBILITIES,
ADD TRAINING/
TASKS THAT
MIGHT BE USEFUL

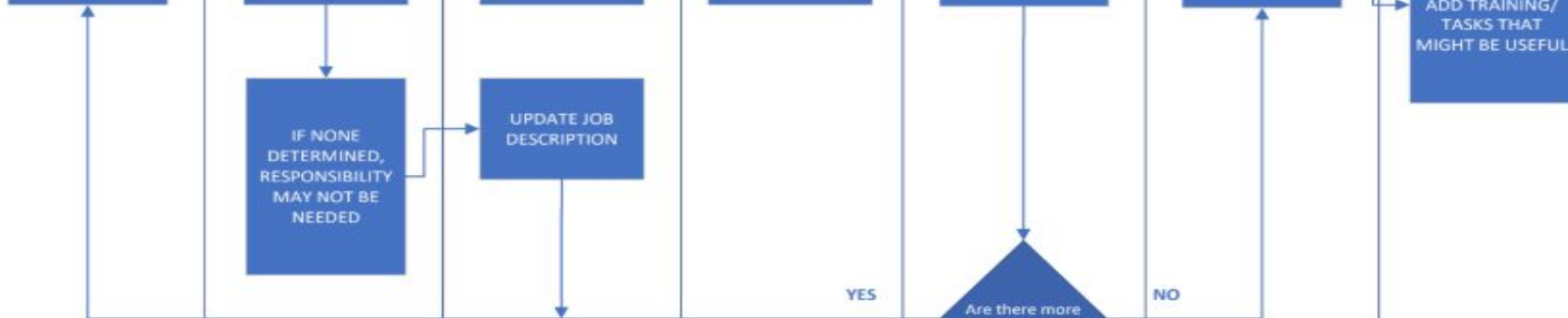
IF NONE
DETERMINED,
RESPONSIBILITY
MAY NOT BE
NEEDED

UPDATE JOB
DESCRIPTION

YES

Are there more
responsibilities?

NO



Thank you!

What questions do you have?