



The SKOOKUM *Skoop*

February 2017



The Eskimos had fifty-two names for snow because it was important to them: there ought to be as many for love.

--Margaret Atwood

Fort Lee Continues to Succeed



A long time ago on a Military base far far away, Skookum started up a contract working with DPW for facilities maintenance. The installation, Fort Lee. The State, Virginia. The date, April 1, 2013. Okay, that's all the Stars Wars references I have.

Every new contract experiences a flurry of changing events, and the Work Control department at Fort Lee was no exception when it began four years ago. As the contract matures, the processes also mature and becomes customized to better serve both Skookum and our customers. The Fort Lee family has been consistent with the evolution of change and these changes are generating significant efficiencies within the government. Beginning first with the work inception process, we were given the opportunity to run and

control the service order desk. Only a few months into the contract, Skookum was given this opportunity to manage the one-off work orders called in by Fort Lee personnel. The service order desk work was only a 40 hour a week requirement, and has since evolved into a 24/7/365 operation. This service is further enhanced by real-time status updates provided to the customer by email when their service order is complete.

Using our local CMMS (Maximo) and a highly customized application, we are able to send weekly building reports to our Government Facility Managers, a service not in existence prior to Skookum. These reports initially were delivered to a dozen high-level Government Managers and provide them a weekly snapshot of what is going on in their areas of responsibility, but over the four years has evolved into a comprehensive, detailed report that is sent to over a hundred Facility Managers on Fort Lee. This comprehensive report contains the status of several categories of work we perform here at Fort Lee to include Service Orders, SOO Orders (reoccurring preventive maintenance), Child Work Orders (In-house follow-ups), and IJO (Individual Job Orders).

Another huge evolution that our Work Control Department underwent was the use of GFEBS (General Fund Enterprise Business System). This is a web-based enterprise resource planning system used throughout the Army. Every employee that works in the Work Control (WC) department receives extensive training for GFEBS. Our Service Order Desk Agents have to create and input an additional GFEBS entry for every work order produced. This primarily is due to the incompatible nature of the data that both Maximo and GFEBS utilizes. Performing thousands of double-data entry tasks with 100% accuracy is no small effort, however, is simplified with great support and help from our fantastic Skookum staff who work in the work control department. The staff, supervised by **Stacey Turner**, consists of **Cheryl Carter**, **Rhonda Pursell**, **John Stinson**, and **Mathis Pack**.



As one of the smaller departments on the Fort Lee site, the Work Control staff plays a big part in the efficiency of the contract. That being said, all departments at this site have symbiotically learned to work together, and have also learned to embrace the evolution of change. This not only allows us to anticipate future change but more importantly provides an optimistic outlook for what's to come.

George Jacob / Work Control Manager / Fort Lee, VA

February Birthdays!

01	Robert Graves	14	Robert Ratliff	23	Debra Landon
01	Robert Reiman	14	Timothy Glidden	23	Joseph Rodriguez
01	Heath Beasley	14	Kermit Crowder	23	Matthew Johnson
01	Jack Salyers	14	Elaine Blanchard	23	Steve Fuhrman
02	Lorraine Palmer	14	Laura McNutt	24	Bernadine Moyler
02	Brandon Vondersmith	14	Jason Aughenbaugh	24	Samantha Aramian
02	Sierra Hinrichsen	15	Courtney Miles	25	Pogafatu Kamuta
03	Thomas Humphreys	15	Jason Morford	25	Timothy Wolff
03	Michele Thesenga	15	Troy Mikell	26	Karen Mills
04	Frederick Myers	15	Talley Walker	27	Brett Hill
04	Thomas Hooper	17	Amanda Davis	27	Aaron Paasch
05	Donald Mason	17	Ellen Reichart	27	Tyler Walker
05	Reynaldo Rodriguez	18	William Bandy	27	Dan Penix
05	Jessica Lockwood	18	Pamela Todd	28	Terri Thorpe
06	Elson Daidad	18	Elaine Allen	28	Caron Williams
06	Bethany Bruyer	19	Brian Williams		
08	Deborah Williams	19	Vaughn Taylor		
08	Julieta Acedo	19	Melinda Wynn		
08	Julianne Nilson	20	Michael Noehl		
09	Vielka Stufflebeam	20	Peter Son		
10	Monique Perez	20	Robert Reinke		
10	Daniel Hislop	20	Ronald Carmichael		
10	James Wyrick	21	Elvira Marts		
10	Lacey Williams	21	Jesse Nystrom		
11	Jerry Compton	22	Daniel Turner		
11	William Wright	23	Maota Greenwood		
11	Jeff Dolven	23	Kris Aalmo		
12	Brennan Eschenbach	23	Nicole Moody		
14	Ronald Maynard	23	Connie McClendon		

February President's Excellence Award Winners

Skookum Safety Culture Award

Dustin Carroll- Bangor Janitorial

Nominated by: **Chris Crittenden**, Safety Program Manger, and **Bethany Bruyer**, Environmental Health & Safety Coordinator

Dustin has demonstrated an impeccable work ethic at Bangor. He has taken ownership of all the SDS/MSDS and chemical related processes at his division by changing the MSDS binder to an SDS binder due to the recent change in requirements. Dustin chose to do this on his own because he saw a need and had an interest in what all the chemicals were used for and their hazards. He always has a great, positive attitude and is a joy to work with.

Melinda Wynn- Program Analyst, Fort Chaffee, AR

Nominated by: **Roger Martin**, Operations Manager, Fort Chaffee, AR

Melinda is my right hand and keeps the wheels turning in the mechanical maintenance activities of Skookum operations Fort Chaffee. She is always reviewing the customer's vehicle move list, requirements, and anticipating changes and additions and acting on those suspicions. Most of the time she is correct in her assumptions. Melinda is the go to in my absence and I can truly say that when I am on travel or out of the office I don't have to worry that things are running to my requirement. Melinda took on the task as site safety rep early on in the contract but as our fleet maintenance requirement and vehicle count grew she realized that there was just too much to keep up with. Even though she stepped away from the active safety rep position, she is still very active and involved in safety at the site and even with the employees on remote site exercises. Her attention to detail is outstanding, even on the rare occasion an error is discovered she immediately corrects the issue and moves on.

Recently Melinda's counterpart decided to move on leaving a huge vacancy in the production control office, Melinda went into "must do" mode and has taken on the work of two program analysts. She has been able to maintain the paperwork control and keep the shops working with work orders. We have never missed a customer requirement and that is in part due to Melinda's efforts, without Melinda and her can do attitude we would come to a crawl. I am proud to have Melinda as a coworker and I know Melinda is proud to be a Skookum employee.

Marcus Bird- Quality Control, Bremerton, WA

Nominated by: **Martin Becar** and **Robert Reiman**, Bremerton, WA

It is our pleasure to commend Marcus Bird for his professional approach and demonstrated respect for the building custodians during the performance of his Quality Control Inspection duties. In our profession one has to accept that our work is, for the most part, thankless. However, for those that choose to monitor our performance, it is not only thankless, but often regarded with loathing. In our opinion, Marcus remained respectful, inquisitive and did his chosen profession proud by maintaining a positive and deferential attitude, demonstrating a desire to understand the work processes of the custodians to successfully accomplish their tasks.

Case-in-point: upon entering Bldg. 1100, Marcus made his arrival known and pleasantries were exchanged. During his inspection, Marcus took time to inquire about maintenance timelines/schedules with regards to possible concerns. And for that we were thankful. It was apparent that Marcus was not in the building to just "beat-us-up". He was there as a "new set of eyes" to possibly identify areas that could use additional attention in the event they had been overlooked.

Furthermore, our opinion is that the objective of Marcus was to assist us in accomplishing the best job possible by helping us to identify areas of concern that, by themselves, are un-eventful, but if combined with several others may reflect poorly upon the custodians, the department and ultimately the company.

We are a team and Marcus represents his portion of the team with the utmost dignity and honor and is most deserving of individual recognition for a job well done...THANK YOU MARCUS!!

February President's Excellence Award Cont.

Stephanie Carpenter- Janitorial Services, JBLM, WA
Nominated by: **Victoria Barkley, Lead Swing Shift, JBLM, WA**

"Rene" has shown how a good work ethic is important for a company. She works hard everyday and goes above and beyond the job description. She, as all of us, has had some setbacks in life, but she has battled through and changed her ways, due to this job.

Fort Meade Maintenance Teamwork



Fall of 2016 was a pivotal point for the Fort Meade Skookum site, primarily for maintenance division. The Logistics' Readiness Center (LRC) was in the process of transitioning from the old SAMS1E operating system to the new GCSS ARMY system. This transaction involved months of on-line training followed by a 40 hour class and over the shoulder training.

The whole procedure was expected to smoothly transition from one operational format to the other with minimal impact on the daily maintenance operations.

I would like to commend the Skookum Maintenance teams for their dedication to the Skookum core values of Commitment, Quality, Integrity, Partnership, and especial Diversity. During this period of diversity the team has maintained their high standard of work ethic, customer service, and job safety. It is natural for humans to oppose change, and I'm sure our maintenance team members were feeling very human in nature, but they were professional in action. They stepped up their level of responsibility to meet the demands and goals of the task placed upon them.

The Skookum Maintenance shop functions as a unit, but I have to acknowledge the exceptional efforts of the unit Production Control Clerk, **Ms. Lynda Shuck-Bond** and the Heavy Equipment Mechanic Lead, **Mr. Gary Letterman**. Both were very instrumental in ensuring customer service, equipment repairs, and shop operations continued with minimal impact. My personal thanks to each and every member of the Skookum maintenance team for upholding the core values.



Eric Waters / Maintenance Supervisor / Fort Meade, MD

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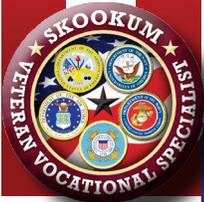
Skookum Veteran Spotlight



Meet United States Army Veteran **Damien O'Shea** from Tennessee. Damien served his country as an active duty Sergeant in Army for four years and also spent two years in the National Guard. While in the Army, Damien served as a Preventative Medicine Specialist with the 101st Airborne Division. He also attended Air Assault School while at Ft. Campbell. During his time in the service Damien went through two deployments, one to Iraq and one to Afghanistan. After leaving active duty, Damien was in the National Guard, held a part-time job and attended school full-time at the NASCAR Technical Institute. He joined Skookum in July of 2014 as a Motor Vehicle Mechanic. He was promoted to Heavy Equipment Mechanic I in February 2016. His manager, **Greg Hardy** states *"Damien has set the standard for how our extended service work orders are completed in the shop. No one has done more of them and really no one has done better than he has at streamlining that type of maintenance work."*

When not at work with Skookum, Damien enjoys playing video games, watching movies and spending time with his son Peyton. Damien recently bought his first home. He says he loves working at Skookum and *"is honored to continue service to my country through my employment with Skookum."*

Mandy Belcher | Vocational Specialist | Oakridge, TN



Skookum President's Excellence Award

CORE VALUES



Partnership



Diversity



Commitment

SKOOKUM



Integrity



Quality

Each week, an employee wins the Skookum President's Excellence Award. The winner will receive a \$100 Prize along with a Skookum Excellence Pin. This award is given to an employee who has demonstrated excellence in one or more of our Core Values or exceptional commitment to Skookum's Safety culture. The winners are announced in the Skookum Skoop Newsletter every month. Anyone is welcome to nominate a Skookum employee for this award: customers, supervisors, employees, peers, managers, etc.

Exceptional Results with Extraordinary People

To nominate, go to: www.skookum.org/news-media/award-winners

Fill in form and click submit. Your nomination will go directly to Skookum CEO, Jeff Dolven.