When Employees Do MoRE for Missouri, Everyone Wins!

By: Donna Arnel, Planning and Development

President Eisenhower once opened his remarks to the National Press Club by apologizing that he was not a great orator. He likened his situation to a boyhood experience on a Kansas farm. Eisenhower recalled, "An old farmer had a cow that we wanted to buy. We went over to visit him and asked about the cow's pedigree. The old farmer didn't know what pedigree meant, so we asked him about the cow's butterfat production. He told us that he hadn't any idea. Finally, we asked him if he knew how many pounds of milk the cow produced each year. The farmer shook his head and said, 'I don't know. But she's an honest cow and she'll give you all the milk she has!'" Eisenhower concluded his opening remarks by saying, "Well, I'm like the cow: I'll give you everything I have too." That was Eisenhower's commitment to his work and the job at hand.

Missouri state government employees exemplify Eisenhower's "give it my all" commitment to the job at hand too; and are always looking for new ways in which to do even *more*. Recently, a new employee suggestion program entitled *Missouri Relies on Everyone (**MoRE**)*, was established for just this purpose. As a manager or supervisor, you now have another way to help your employees voice their commitment to quality. Through the Program, you can challenge you team to find better ways to improve customer service, reduce cost, generate revenue or improve work processes. Few things can be as rewarding and motivating than learning that one of your ideas has been recognized by others as having merit. The **MoRE** Program can help you encourage your employees to "think outside the box" and feel good about their experience.

In fact, it has already done just that. The initial round of the **MoRE** Program ran from April 21 through May 9, 2003. During the round, 78 suggestions were submitted, with four of the suggestors (employees) receiving monetary recognition, and many receiving Certificates of Recognition. The employees who received monetary awards were recognized June 3, 2003 in conjunction with a Public Service Recognition Week event held on the Capitol lawn; an event that celebrated the hard work and dedication of all state employees. Governor Holden and Jacqueline White, Commissioner of Administration, acknowledged the **MoRE** Program and praised the ingenuity of the four employees who were recognized for the following ideas:

- *Eliminate the use of money amounts in many preprinted (CTG) letters and use a fee chart instead (Sue Hafley – Revenue).*
- *Work with Department of Agriculture to provide information to dog breeders regarding their responsibility to charge sales tax to individuals who purchase dogs, not just other breeders (Anita Buddememeyer – Revenue).*
- *Turn down the water temperature of the steaming hot water dispensers, located in the kitchens of the Truman Building. If these were turned down to 120 or 130 degrees would conserve on the electric a great deal (Jayne Prater – Revenue).*
- *Investigate decreasing the cost of garbage disposal within Department of Corrections Institutions by developing worm farms (C.J. Cornelius – Corrections).*

The **MoRE** Program is once again accepting suggestions for the next round. Let your employees know that any suggestions received by August 27, 2003 will be evaluated and awarded during the week of October 27, 2003. Just as important, continue to recognize each employee's daily work contribution to the team and let him or her know how valuable each of his or her ideas are.

MoRE INFORMATION

The new Missouri State Employee Suggestion Program (Missouri Relies on Everyone, or **MoRE**) provides state employees with an opportunity to share their ideas, suggestions or recommendations. The Program also provides a way to identify, recognize and reward the ingenuity and commitment to excellence of state employees for their suggestions.

The **MoRE** Review Team is looking for suggestions that will:

- improve customer service,
- reduce cost/generate revenue, and/or
- improve work processes.

Suggestions will be evaluated on:

- originality,
- transferability/replicability, and/or
- conservation of resources.

Suggestions submitted to the **MoRE** Program should not duplicate active suggestions previously submitted by another employee, relate to ideas previously implemented or under prior consideration, propose following an existing policy or procedure, regard routine repairs, maintenance or housekeeping, or be suggestions that are considered complaints.

Employees can access an Online Suggestion Form and find out more information about the **MoRE** Program at:

www.more.oa.mo.gov

Encourage your employees to share their ideas and suggestions for improving processes and service in Missouri state government.

Click here to return to the Front Page