

## Teams Migration

The migration from Skype to Microsoft Teams is progressing as planned with just a few bumps along the way, according to Sabre Technologies Corp. All users have been migrated and recently more than 1,200 phone numbers were ported over.

By the time of publication of this, more than 50 common area phones (lobbies, for example) will have been replaced or will be soon.

For a seven-day period, ending on January 25th, there were:

- 34,500 chat messages
- 9,500 calls
- 31,600 screen share minutes
- 139,000 audio minutes
- 1,370 meetings
- 6,350 video minutes

Finally, did you know that you can “pin” chats so the people you chat with the most are easily accessible at the top of your list?

Future Equipped publications will offer additional Teams information/tips.



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## Congratulations Referral Incentive Program Top Recruiters!

The most recent widespread referral incentive program has come to an end. Thank you to everyone who participated! The program was successful with 38 referrals that led to hires who started work on or before January 31, 2022.

First place was a tie between Jodi Mooney (Pike Mfg. Corp.) and James Price (Garison Coatings, LLC). They each recruited TWO individuals who were hired and will split the first-place prize of \$2,500. Well done!

Second place was a tie between the other 36 individuals who made successful referrals, and they will split the second place prize of \$500. Nice job, THANK YOU EVERYONE!

## ESI Supports FIRST Robotics Teams

Employment Services, Inc., on behalf of their clients, is proud to support FIRST Robotics teams in the areas in which ESI clients are located. Financial support was recently given to Posen FIRST Robotics Team 6077: Wiking Kujon (pictured left), and Rogers City FIRST Robotics Team 7823: Double Negative (pictured right).

Good luck, teams!



## Priority Covers COVID tests

As of January 15, 2022, if you are a commercial group or MyPriority member with pharmacy benefits through Priority Health and you purchase an over the counter (OTC) COVID-19 test from an authorized retailer, you will be eligible for reimbursement if:

- The at-home test you received is approved by the Food and Drug Administration
- You fill out and submit the reimbursement form, with the UPCs and original receipts as proof of purchase
- You have not gone over your limit of reimbursed tests (eight tests or four kits per member, per month)

The reimbursement form can be found at this link:

<https://www.priorityhealth.com/covid-19/vaccine>

Unrelated to Priority Health, every home in the United States is also eligible to receive four free tests by registering at this link:

<https://www.covidtests.gov/>

## Standard Industrial Corp.'s 5S Journey

First created and implemented by Toyota Motor Corporation, the 5S methodology is part of Lean Manufacturing/Just in Time Manufacturing. It has been adopted by thousands of manufacturers around the world.

To some degree, many think Lean does not fit many business models, but once the experience is uncovered, many applications of the tools can be incorporated into just about any process of manufacturing. With this in mind, Standard Industrial Corp. recently went through a training and learning exercise to applying the 5S (plus a 6th) methods to the shop, with great results.

### The 5S (plus a 6th) include:

**Sort:** remove all unneeded items from the workspace

**Straighten:** a place for everything and everything in its place

**Shine:** clean and inspect everything in the work area

**Standardize:** maintain the improvements

**Sustain:** continue to support 5S efforts through things like audits and management expectations and support

**Safety:** create and maintain a safe workspace (note...ESI clients place safety as the highest priority)

Benefits of the experience for SIC boiled down to not only a better organized shop, but this also adds to efficiency and transparency between operations and staff members. The indirect benefits are quality and employee satisfaction in what they are doing and where they are doing it. Below are photos that show examples of how much has changed for SIC.

Toolbox BEFORE and AFTER



Belting Area BEFORE and AFTER



## An Extra Moment of Your Time Can Bring Positive Results

Sometimes we get so caught up in the day to day that we overlook opportunities to do the little things that can really set us apart with suppliers, customers, and employees. ESI recently caught up with a Purchaser who works for an ESI client. The Purchaser shared the responses received when a simple message was sent to their vendors.

The message was sent near the end of 2021 and said:

“Sending thanks to you and your team for being a great partner to work with this year. We appreciate your help and willingness to do what you can for us at [ESI CLIENT], especially considering the additional challenges this year has thrown at all of us.

I also want to extend a personal thank you for your patience with me as I have been learning my new role as Purchaser. There is a learning curve with any new position, and having helpful and understanding vendors has made my first 8 months here relatively smooth.

Hope you and your team are having a wonderful holiday season and sending wishes for a Happy and Prosperous New Year!”

Responses to this email were plentiful, with some of the most meaningful below.

“That is incredibly sweet of you to send this. Out of all my customers you are the only one who did anything like this. Just a simple note means a lot and want to make sure you know that wasn’t taken for granted.”

“What a lovely email. We also appreciate you and [ESI CLIENT] being a loyal customer of ours. Happy New Year and wishing 2022 will be even better for us all.”

“Thank you, that was very nice. Usually we only get the notes when something doesn't go right. Hope you had a wonderful Christmas.”

“Really appreciate the nice words, it's been a pleasure working with you this past year. Have a good New Year to you and everyone at [ESI CLIENT]!”

That extra effort can have a big impact. The opportunities to add that extra touch are plentiful for anyone in any role, but are easily overlooked. How can you go that extra mile?

## Leadership Brags

The following brags were submitted to ESI for publication.

Gary St. Charles, on behalf of the team members at Triton Innovation, LLC, wishes to recognize Terry LeTourneau for his many years of service. Terry has retired from TIL and will be missed by his fellow team members!

On behalf of the team at Uni-Craft Mfg. Corp., Keith Hartman wishes Greg Litwinski (pictured) well in his retirement. Greg began working for ESI clients in 1979 and said it has been a great career. He enjoys working with his hands and building equipment, and appreciates that he had the opportunity to travel at times in his career. He will miss coming to work with the team at UCM, but has plenty to keep him busy in retirement, including remodeling his house, and creating in his shop.



## Industrial Image, Inc. is Here for You

The great thing about you, clients of Industrial Image, is that without you, there is no Industrial Image, Inc.

Industrial Image, Inc. is a creative group providing professional print, graphic, and web design services with a knack for understanding the many nuances of your business’s identity.

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Check out their website (link below) to see the graphic design and web design services they can provide.

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# Your Health Matters!

A message from USI, ESI's health insurance broker.



## Health Literacy: Understand the Complex Language of Healthcare

Healthcare is complicated. Knowing how to find health information when you need it, understanding what health information means, and making informed healthcare decisions is known as **"health literacy."**

### Tips to Boost your Health Literacy:

- **Gather basic information** from your provider about your conditions and the potential treatment options. The more you know, the better.
- **Seek clarification right away** on anything you do not understand. If the provider says something you are unclear about, ask that it be repeated in an easier-to-understand way.
- **Make sure you understand any new information** you're given. If you receive new instructions, repeat them back to the provider to confirm your understanding. With new equipment, ask the provider to show you how to use it and then demonstrate what you learned. Take time to make sure you are doing everything correctly.
- **Don't hesitate to follow up** with your provider's office if you have questions after your visit.
- **Take notes** during medical appointments. With your provider's permission, record the conversation with a smartphone so you can share your diagnosis or treatment plan with others or refer back later.
- **Ask family and friends to assist you** in following the medical orders your provider has recommended.
- **Talk with your provider about potential barriers** that prevent you from following orders, and create a plan to overcome those obstacles.
- **Tailor your medical routine to your daily routine and lifestyle.** Create reminders for yourself to take medication, exercise or check your insulin levels.
- **Ask your provider and pharmacist to send reminders** for appointments and prescription refills via email, text or telephone.

Patients with low health literacy might not follow proper care instructions.

Understanding what to do, and why it is important, can improve your health and reduce unnecessary treatments and costs.

With strong health literacy, you can take a proactive role in your health!

Source:  
Agency for Healthcare Research and Quality, Improving Patient and Family Team Health Care  
<http://www.ahrq.gov/patient-and-family-engagement/>  
National Institutes of Health, Understanding Your Doctor and Healthcare Provider  
<http://www.nlm.nih.gov/medlineplus/understandingyourdoctorandhealthcareprovider.html>

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