



Excellence in Service

Maintaining high standards of client service is critical to DCC's business. Recognizing employees who move those standards forward is the raison d'être of the annual DCC National Awards Program. Each January, DCC calls for nominations among its employees for several corporate awards, which are presented that spring.

The nomination process is rigorous. To nominate somebody, employees fill in a basic nomination form and provide client and peer testimonials, as well as pictures and supporting documents to support their business case as to why their chosen candidate should win.

Often, given the quality of the nominations, each nomination committee is confronted with a difficult task in choosing a winner.

The award criteria include work ethics, dedication, focus on results and innovation. The dominate factor in the nomination criteria is the

Encouraging its employees to participate in professional development opportunities is one way that DCC is ensuring it provides the best possible service to its client.

For example, Tara Meier, an administrative assistant in the Suffield site office, is pursuing accreditation through the Association of Administrative Assistants (AAA). She joined the Canadian non-profit association four years ago, when she was searching for a credible, solid organization for staff in administrative positions.

"The accreditation program, which gives you a QAA or Qualified Administrative



The National Award winners for 2003-04 are, front, Paul Champagne, back-left to right, Siva Gnananayakan, Melinda Nycholat and Michael Driscoll.

nominee's ability to put the client first by enhancing client satisfaction.

The winner of the President's Award is Siva Gnananayakan, a project engineer from Kingston, Ontario. Over the past 14 years with DCC, Siva has consistently delivered job performance that meets or exceeds expectations.

Recently, Siva has worked on

the Toronto Consolidation Project and is presently managing the major construction program in Kingston, Ontario.

The Service Innovation Award is given to an employee or a group of employees who were instrumental in conceiving or implementing an innovative business practice.

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Administrative Professionals

Assistant designation, really piqued my interest," she says. The role of administrative assistants isn't always understood, she notes, and accreditation is a way to show the skills and knowledge needed, including management, psychology, finance, writing, correspondence and law. The program requires three compulsory courses and four electives, offered through flexible learning options from university classes to correspondence and e-courses.

"I think it can lead to greater opportunities and challenges," Meier says. "Any employee who can learn to be a better problem solver is a better

employee." Meier notes that belonging to the association has other benefits. It's a great training and problem solving resource, which helps its members stay atop trends and technology. Networking has been especially helpful, she says, with an online bulletin board that allows members to share questions, problems and solutions.

"I would strongly encourage anyone in the administrative field to at least check out the Web site at www.aaa.ca," Meier suggests. "There's a lot of information on there that's available to the general public."

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This year's winner was the joint team of Michael Driscoll, a procurement specialist in Ottawa, and Melinda Nycholat, the site manager at DCC's Greenwood office, with support from 1 Canadian Air Division (1 CAD), based in Winnipeg, Manitoba. Together, they developed the best-value procurement process for building automation and controls systems. This process was successfully implemented at CFB Greenwood, and used on several tenders for control systems, including the project at CFB Greenwood's central heating plant. In the coming year, this process is expected to be applied to other locations.

The Customer Satisfaction Award recognizes someone who has gone above and beyond normal job expectations to deliver service and to foster strong working relationships with the client. This year's winner is Paul Champagne for his work done as a contract coordinator in Bosnia-Herzegovina. Additionally, last year, Paul received a Commander's Commendation for his work in getting Camp Black Bear (Velika Kladusa) connected to commercial power. This summer, Paul is working on the DEW Line Project site manager for Cape Dyer.

The NATO medal is awarded to military and civilian personnel who are, or have been, engaged in operations or in direct support of operations conducted by NATO. The Canadian Peacekeeping Service Medal (CPSM) recognizes all Canadians who contribute to international peace through specific peacekeeping missions. DCC is proud of the following employees who accepted the challenge of serving Canada and DND's deployed operations. Each of these employees received both medals for serving with Operation PALLADIUM (Bosnia-Herzegovina) in 2003–04.

Mr. Paul Champagne, Contract Manager, Ottawa Head Office
Rotations 10, 11, and 12, 2002–03.

Ms. Wanda Deong, Site Manager, Winnipeg, Manitoba
Rotation 12, 2003

Mr. Chris Dzeipak, Electrical Coordinator, Esquimalt, British Columbia
Rotation 12, 2003

Mr. David Harvey, Contract Coordinator, Cold Lake, Alberta
Rotations 11 and 12, 2003

Mr. Wesley Nash, Environmental Coordinator, Edmonton, Alberta
Rotations 12 and 13, 2003

Mr. Harry Rohde, Contract Coordinator
Petawawa, Ontario
Rotations 11 and 12, 2002–03

Support to Deployed
Operations

Understanding DND and Industry Needs

DCC employees involved in procurement at offices across Canada met for three days in early May at the Contract Services Line Forum. Senior contracting officer Anne-Marie Schneider says that the forum was an excellent opportunity to look at a variety of ways in which DCC can best serve DND.



Richard Moore, Chair, Canadian Construction Association, Standard Practises Committee.

“The focus of the meeting was innovation and the result was an action plan put together for the year, to look at ways to improve our service to the client and to ensure that the procurements we start are completed as effectively and efficiently as possible,” she explains.

Presentations by DCC, DND and contracting industry representatives set the stage for a day-long brainstorming session covering the industry, DCC's internal processes, quality and risk issues, and the development of procurement services to further support DND.

“It's about understanding DND's unique requirements and the contracting industry in general,” Schneider says, which leads to better quality

contracts with quicker turnaround times. In addition, bringing members of the DCC team together allows them to share lessons learned, items that need review and, of course, solutions.

“One group, for example, looked at how we can support DND to help manage their workload and assist in planning new products,” she says. “We're trying to form a good, strong team.”

A similar conference held last year has already paid dividends. It helped produce such items as an administrative briefing document for consultants that will be included with procurement documents to better explain expectations and procedures, thus streamlining the contracting process.



Above, Dale Craig, Vice-president of the Association of Consulting Engineers (ACEC) was one of the industry guest speakers at the contracting services forum held early this year.

Pictured at left is Richard Moore, who speaks to the group from the perspective of the contractor.