



On the Go ~ In the Know

- A Newsletter for Meals on Wheels and More Volunteers

“SOP”

How many of you recall the old military acronym, SOP? That stands for Standard Operating Procedures. It was a method the armed forces used to make sure everything was done correctly, no matter who was performing the task.

In the Meals on Wheels and More program, we've historically taken the opposite approach, sort of an IOP (Individual Operating Procedures), attempting to cater to each volunteer's specific needs and requests. For instance, some of you prefer soft-sided cases with all the diets in one container; some want hard carriers with regular meals on the right and diets on the left; some want them all mixed together in the order they are delivered - by that particular volunteer.

That sounds good, except that the Tuesday volunteer wants it one way and the Friday volunteer on the same route wants it another. And when the Wednesday volunteer gets back from delivering, she's requesting the consumers' names be re-listed in the order SHE wants to deliver them, which is not the order the Monday volunteer wants them listed. And since the Monday volunteer already wrote down how he wanted it and saw his request honored, he's surprised and irritated that it's now changed back!

You can image how this plays out in the meal production center where all the details are put together every day. We process and organize more than 600 meals per day. We take more than 30 calls per day from consumers with requests for changes. That is an incredible amount of detail. What is happening is that in our attempt to honor your

Continued on back.....

The Month At A Glance			February 2008			
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	Frozen Meal Delivery 15	16
17	Closed for Presidents' Day 18	19	20	21	22	23
24	25	26	27	28	29	

Delivering Meals One Smile At A Time!





Use this space to ask questions and share ideas.
(Do not report consumer issues here....call right away with those.)

Name: _____ Phone: _____

Return with your Daily Delivery Sheet

“SOP” continued.....

Individual Operating Procedures, we are causing many mistakes . . and that’s not good service for the consumer.

In order to put the focus back where it should be – on good service to the consumer – we’re going to adopt some SOPs. In the near future, the Volunteer Coordinator and/or the Center Manager at the Center where you pick up meals will meet with you to spell out what the draft standard operating procedures will be. You’ll be able to ask questions and provide input at that time, so please try to attend when you get the announcement. The final procedures will be issued after we have heard from all of you.

Please remember, these changes are not intended to make it hard for you and they are not directed at any of you personally. We simply have to get the system reorganized, efficient, and accurate. It is our hope that you understand and support the final decision.

You know you're from Pennsylvania if:

- You think the roads in any other state are smooth.
- You think driving is better in the winter because the potholes are filled with snow.
- You know the four seasons: Winter, Still Winter, Almost Winter, and Construction.
- Your idea of a traffic jam is ten cars waiting to pass a tractor on the highway.
- You measure distance in minutes.

Seen on a Bumper Sticker...

**Change is inevitable...
EXCEPT FROM A VENDING MACHINE.**



Think about this ~

Why is it that when you're driving and looking for an address, you turn down the volume on the radio?

© Original Artist
Reproduction rights obtainable from
www.CartoonStock.com

