

Bulletin

To: All CUE Members

Re: Ritchie and Associates  
Final Report on Financial Services

Just before Christmas the Union received a copy of Ritchie and Associates' 'Final Project Report' on Financial Services. As you will recall, we had been told by the University last summer that there would be no final reports. Then in October, probably as a result of the bad press they were receiving, the University made a public presentation of the AV services final report. The Unions were invited to the presentation — we were the only one that showed up. While the press met *WITH GELLATELY* in a separate room, we were given a long presentation by the Director of AV Services. Also in attendance were senior staff from AV Services, representatives from Personnel Services, and three of Ritchie and Associates' senior men. We were given the Operating Procedures Manual, so that we had substantial information on all aspects of the review. There were three CUE positions in AV Services, and part of the savings claimed by Ritchie and Associates came from the deletion of one of these positions. However, that position was already vacant, and slated for deletion before the review had even begun. The review itself had very little impact on our members in the front office. The rest of the staff belong to Cupe 116. The review was extremely comprehensive, and the majority of 'savings' was to come from ~~'improved utilization of staff'~~ — *in other words*, increased productivity, decreased costs, and increased user fees. There was very little in the review that we could criticize, aside from the degree of control that was to be exercised over the individual workers.

Just before Christmas, the Union received a copy of Ritchie and Associates' 'Final Project Report' on Financial Services. This time it arrived in a plain brown envelope, so to speak. There was no elaborate presentation, no procedures manual — just four pages of meaningless generalization, and a brief appendix which really explained what had been done. Without a full understanding of how the 'management control system' works, what does a sentence like this mean: 'By setting short term goals, through the use of Reasonable Expectancies (R/E's) and by developing a sense of urgency, the supervisors now have the means to accurately measure work accomplishment on a "short interval" basis'? Some of the 'benefits' of the system are reported as follows: 'Supervision is better trained in management concepts'; 'There is a better awareness of operating conditions'; 'An increased and improved level of communication exists between supervision and management', etc. The attachment explains the

from Ritchie and Associates

SOMETHING ABOUT AV SERVICES BEING AT LEAST PARTLY COST RECOVERABLE

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