

College of Engineering Customer Service Award Nomination Form

The College of Engineering invites nominations of administrative, professional, clerical, and service staff for this Customer Service Award.

Name of Nominee: Michelle Moody

Position of Nominee: Director of Zucrow Laboratories

Date of Hire in Engineering: 11-01-2017 Date of Hire in University 11-01-2017

Classification: Administrative/Management Professional _____
 Clerical/Service Lead Operations Clerk

Basis for Nomination:

It is with great pleasure that I nominate Michelle Moody for a COE Staff Award of Excellence for Customer Service. Michelle has been a valued employee at Zucrow Laboratories for several years, first as a part-time employee. From her first day at Zucrow Laboratories her positive attitude and outstanding work ethic have been very evident. Last year we hired her on a full-time basis as a Laboratory Coordinator. She has continued to excel in providing valuable services to the students, faculty, and staff at Zucrow Laboratories. She is always looking for ways to improve our operations at Zucrow and is not afraid to take the initiative on new projects. Her background in industry (she used to work at the Subaru plant) has given her a viewpoint on our operations which is quite valuable for an academic research laboratory.

Michelle is in charge of shared equipment and infrastructure at the new High Pressure Combustion Laboratory (ZL8) at Zucrow Laboratories. She has been instrumental in keeping the fabrication areas in the new laboratory building organized and clean. We have had numerous problems in the past with tools not being returned to their correct location, resulting in a high level of frustration for those who are in need of the tools. Michelle implemented a system where students would check out a tool bag from her, and then she will check the bag when it is returned to insure that the student has indeed returned all the tools. She is also in charge of training the students to use some of our machine tools so that they do not damage the tools during use. This in the past was a particular problem for our flaring tool, which is heavily use for making connections with stainless steel tubing in many different projects. When the flaring tool was damaged by untrained students, it was very costly to repair both in terms of time and money. Since Michelle has been in charge of this process, the downtime due to misuse has drastically dropped.

During this last year she has also served to train Zucrow students and staff in forklift operation, and she has also become certified for training in crane and rigging operations. This is an example of her taking on new responsibilities. She actually also held training sessions for

crane and rigging operations at Herrick Laboratories. Michelle continues to assume new responsibilities as our ZL8 Laboratory Coordinator. Our students can now check out the Zucrow credit card from her. She is always looking for new tasks to perform and brings a great deal of energy and enthusiasm to her work. Very recently, Michelle took it upon herself to improve the landscaping around the buildings at Zucrow. She procured plants and supplies like mulch from local retailers, organized groups of graduate students to help her with the work. It was really impressive to see how she was able to organize the graduate student working groups. The results were great, the grounds at Zucrow now are much more attractive and look more professional.

Michelle is great at working with students, other staff members, and the faculty. She brings a level of professionalism to her work that actually serves as a great example for our graduate students. This is very important because of the potential hazards associated with our research operations, and if graduate students try to take shortcuts to get the job done there might be significant safety concerns. We also depend on Michelle to help keep the research spaces at the High Pressure Laboratory looking neat and organized; this is very important for tours which might include potential research sponsors.

In summary, Michelle is an extremely valuable staff member at Zucrow Laboratories. She is very deserving of the COE Staff Award of Excellence for Customer Service, and I support her nomination with great enthusiasm.

Nominator Name: Robert P. Lucht

Signature, and Date: Robert P. Lucht 7 Oct 2021

Supervisor Name: Robert P. Lucht

Signature, and Date: Robert P. Lucht 7 Oct 2021

Submit electronically as a single file to [Will Sondgerath](#)

September 16, 2021

Dear COE Staff Awards Committee,

It is with great pleasure that I nominate Michelle Moody for the COE Customer Service Award. Michelle is a team leader who exhibits outstanding job performance and responsibility while performing her many duties as a Laboratory Coordinator. Michelle is willing to help others, wherever the need is required, and she continues to demonstrate a positive attitude along with her professionalism. Michelle is also committed to the success of others by being an excellent resource and mentor when new grad students arrive at the lab. Those qualities mean she is great at her job, but it's her dedication to the success of Zucrow that sets her apart from the rest.

While managing her regular duties, Michelle consistently performs above expectations as she works to improve Zucrow Laboratories. Here are just a few examples:

- Michelle implemented the recycling/repurposing or rehomeing of completed projects meant for metal scrap or otherwise discarded material. This has saved students time and money as they have not had to purchased many of the salvaged items or had to wait on delayed deliveries.
- Putting her organization skills to work, Michelle has created work spaces to allow for improved productivity and performance, reducing the students' time spent locating tools and material to perform their work.
- Recognizing the need for communicating laboratory safety procedures, Michelle initiated work instruction videos with the assistance of a few graduate students and Jarred Pike. Her vision was to provide students with resource material prior to utilizing machinery and equipment that is required for the fabrication of their experiments.
- Michelle is passionate about the safety of the students and staff at Zucrow. To ensure all laboratory operations are conducted safely and according to standards, Michelle asked to become OSHA certified. Certification took several hours of online instruction and testing. Michelle is now a valuable resource for implementing, improving, and maintaining a safe environment for the entire facility.
- Most recently, Michelle even initiated improvements to the landscaping and grounds around several of the laboratory buildings. Many tours take place at the lab and she takes pride in the facility's first impressions. The Building and Grounds Dept. is was short staffed, but that didn't stop Michelle from coordinating student volunteers to assist with the effort. She and the students spread several truck beds full of mulch around trees, flower beds and shrubs and the result was outstanding. She is not self-bound by her job description – if Michelle sees a need, she fills it!

Michelle is an incredible asset to Zucrow and it would mean so much to the students and staff at the lab to honor her with this award. Thank you for your consideration.

Best regards,

Michelle Kidd
Operations Administrator
Maurice J. Zucrow Laboratories
500 Allison Road
West Lafayette, IN 47907

September 30, 2021

Michelle is the lab coordinator at Zucrow Labs, which is a motley collection of many different groups of students and faculty. She is always working to refine and improve the physical spaces at Zucrow, many of which have been around since the 1940s. Zucrow is a crown jewel of Purdue Engineering, but doesn't always look the part. She is always making extra effort to make those physical spaces into places where students will actually be excited to come and conduct research every day.

Many times this includes upsetting the norm. Often times, equipment or materials will just be sitting in a room, and no one takes responsibility for them. She makes the effort to say, "Do we really need this?" And if not, out it goes! Students typically aren't that bold; they'll be hunched up in a bare corner with their laptop, thinking that's what they have to do. Michelle takes the initiative to reform those spaces, so that both students and faculty can get the most out of them. She even brings plants from her own garden to beautify the battleship-gray exteriors of the buildings.

All the while, she maintains a positive attitude, and is clearly happy about her work. She will take the time to work with new faculty and students to determine exactly what they need, and how she can deliver it to them. This means she has to know what's going on in all those disparate labs, so she has to build many bridges and maintain relationships with many different groups, across ME and AAE. She never sits on her laurels, happy to maintain the status quo; she always wants to find out how everything can be made better.

Jared Pike

Supporting Nominator

September 30, 2021

Dear COE Staff Awards Committee,

With this letter, I state my strong support for Michelle Moody to be honored with a staff excellence award from the College of Engineering. I have worked with Michelle for several years in her various positions at Zucrow Laboratories. As the Laboratory Coordinator, she frequently interacts with my team and me to maintain our laboratory space and to ensure safe and productive testing operations. Michelle is respectful and kind in her interactions with everyone (students, staff, and faculty alike), but also remains decisive and action-oriented.

I recently worked with Michelle to establish a hardware staging and assembly area to facilitate increased levels of activity in my lab. To accomplish this, we needed to clear an overfull storage area that had become a source of entropy like no other. Michelle worked with me to create a system for storage and organization that met many requirements, such as protecting components associated with export controlled projects and establishing a location for long-term storage of hardware. She secured quotes, placed orders, and helped implement the system she developed. Through the process of organizing this space, we found at least \$20,000 in misplaced/forgotten items that have since been put back into service!

Michelle has great organization skills, a 'can-do' attitude, and a strong work ethic. This is just one example of numerous where she has taken an active role in important, but often unglamorous tasks that have made a tremendous difference to others. She takes her work very seriously and thinks through solutions to challenges before they unfold. Michelle is a tremendous asset to Zucrow and Purdue. I recommend her in the strongest possible terms for this award.

Best Regards,



Carson D. Slabaugh, Ph.D.

Associate Professor
Aeronautics and Astronautics
Purdue University

Neil Armstrong Hall of Engineering
701 West Stadium Avenue
West Lafayette, IN 47907-2045
Phone: +1 765.494.3256
Email: cslabau@purdue.edu
Web: <https://engineering.purdue.edu/SlabaughGroup/>