ROSEMARY LOMBARDI, Head Nursing Supervisor for the Matthew J. Ryan Veterinary Hospital, School of Veterinary Medicine

Ms. Lombardi, a Certified Veterinary Technician, arrived at Penn in 1991 and rose through the ranks to her current role. She supervises 20 nurses and five nursing assistants and helps mentor new supervisors in the Nursing Department. She is responsible for scheduling and managing operations that run 24 hours a day, 7 days a week. Her staff report:

“[Ms. Lombardi] has a soft quiet voice and manner that soft quiet voice and manner fills our hearts with compassion and trust… But make no mistake that soft quiet voice and manner is a power house that reaches the very soul of the many egos that dwell within a hospital environment.”

“She mentors us through personal and professional challenges. She teaches us so that we understand.”

“[Ms. Lombardi] helps her staff develop their skills and talents to the best of their abilities. She gives us an opportunity to grow and learn.”

“Ms. Lombardi is responsible for planning and implementing conference and visitor services for the University. Her staff tells us: "[Joann] treats everyone with respect, grace and intelligence… She models of excellence.”

Ms. Lombardi is responsible for 34 staff members, 18 as direct reports. Together, they implement the greatest support and are highly recognized for their hard work and creative solutions to day-to-day problems.

JUDITH DESIDERIO, General Manager, Conference Services, Business Services Division

Ms. Desiderio came to Wharton in 1996 and rose through the ranks to her current role. She is responsible for coordinating all conference services for the university’s School of Business. Her staff tells us: "[Judith] helps her staff develop their skills and talents to the best of their abilities. She gives us an opportunity to grow and learn.”

“Ms. Desiderio has a soft quiet voice and manner that fills our hearts with compassion and trust. But make no mistake that soft quiet voice and manner is a power house that reaches the very soul of the many egos that dwell within a hospital environment.”

“She mentors us through personal and professional challenges. She teaches us so that we understand.”

“[Ms. Desiderio] helps her staff not only realize their goals, but to achieve them as well… She mentors us through personal and professional challenges. She teaches us so that we understand.”

Dear Colleagues,

We are pleased to announce the Models of Excellence and Honorable Mention award winners for 2007 and the first Penn Model Supervisor.

The Models of Excellence program recognizes innovative staff accomplishments at the University that reflect initiative, leadership, collaboration, increased efficiency, and a deep commitment to service. Launched in 1999, this program encourages excellence, provides inspiring role models for emulation, and rewards the remarkable accomplishments of Penn’s staff members. The Model Supervisor Program was introduced this year to present outstanding supervisory behavior to the campus and identify an outstanding supervisor to serve as a model to others.

The 2007 Selection Committee, an annually rotating group of representatives of the diversity of our institution, recommended preferred nominations to honor. Inside you will find the winners’ names and a brief description of their achievements along with a list of all nominees.

Please take the time to find out more about the winners and their accomplishments by visiting the Models of Excellence website at www.hr.upenn.edu/quality/models. We encourage you to emulate these “Models” of excellence in your own work situation. At the very least, we hope these examples will serve as models for your actions at Penn.

Please join us in congratulating these outstanding staff members.