

CIS Schedules Lean Course for Manufacturers

The UT Center for Industrial Services (CIS) will be conducting its week-long Lean Certificate Series in Gatlinburg April 4-8. This program guides the participant through the powerful tools used in Lean Manufacturing implementation. Using a value stream map, participants prioritize Kaizen events to eliminate waste as quickly as possible. They gain working knowledge of proven and practical Lean manufacturing tools.

Through a combination of hands-on learning and classroom instruction, the week-long event will provide each participant the skills to lead the Lean initiative in a manufacturing facility. This certification is a great preparation for the Society of Manufacturing Engineers (SME) Lean Bronze Certification Exam. The curriculum for this course is aligned with SME, the Association for Manufacturing Excellence (AME) and Shingo Prize Lean Certification body of knowledge.

"I absolutely enjoyed the (Lean Certificate) class!! I have already suggested it would be a great class for the rest of our business unit managers," said Roger Sankey from Chromalloy Corp. "We are combining

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E-Learning an Option through All IPS Agencies

In fiscal year 2010, [UT Institute for Public Service \(IPS\)](#) agencies trained more than 17,000 local and state government employees as well as law enforcement and industry personnel, but not all of them received their lessons the conventional way.

Since 2003, the [UT County Technical Assistance Service \(CTAS\)](#) has offered online training. The [Municipal Technical Advisory Service \(MTAS\)](#), the [Center for Industrial Services \(CIS\)](#) and the [Law Enforcement Innovation Center \(LEIC\)](#) have also entered the world of virtual training.

"(CTAS Manager of Information Technology Services) Jon Walden approached (CTAS Executive Director) Mike Garland with the idea of online training for county officials," said Mary Ann Moon, CTAS e-learning specialist. "It is difficult and costly for some county officials to travel for training. Offering the training online gives county officials the flexibility to take the classes they need at a time that is convenient for them. County officials enrolled in the County Officials Certification Training Program (COCTP) can complete all of their Category A and Category B requirements online if that is their choice."

CTAS has 52 online courses available — 34 Category A or office-specific classes that were all developed in-house; 18 Category B or leadership/management classes — three were developed in-house; and 15 are offered through SkillSoft, an online learning platform. Officials who complete the courses receive one, two or three credits depending on the course. CTAS also has seven podcasts available on its Web site, and COCTP participants can get credit for listening to them by enrolling in and passing an assessment. For the 2010 calendar year, CTAS had 1,260 classes or assessments passed for a total of 1,991 training hours.

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Current LEIC online training includes the Supervising Crime Scene Investigators course and three weeks of online instruction for the Southeastern Command and Leadership Academy. With more than 150 participants enrolled in LEIC online learning, these Web-based courses offer students flexibility for their on-call jobs.

LEIC also is in the process of developing and piloting the Investigator Virtual Reality (IVR) Web-based course under a grant from the National Institute of Justice. The IVR features avatar teachers, virtual crime scene tools and scenario based practical exercises. Under the Tennessee Office of Criminal Justice Programs, LEIC is developing a Drug Court Cultural Proficiency online course to be used throughout the state by drug court practitioners.

A recent participant in our Supervising Crime Scene Investigators course noted:

"The recent training I completed with the University of Tennessee online course for Supervising CSI's was one of the better training and learning forums that I have encountered," said Captain Paul Daley with the South Bend (Ind.) Police Department. "The ease of access to the

training site complements the busy and hectic lifestyle many professionals have these days. The "on-my-own time" feeling I get with this training was a positive experience for me. The format and layout were simple and easy to understand, and the information that was taught was clear and not confusing."

Current titles offered by MTAS include: Dealing with Difficult People in the Workplace Environment, Workplace Ethics and Sexual Harassment Awareness for Employees.

"With the renewal of the contract between UT and Skillsoft last November and Skillsoft updating many of their courses, we plan to expand our online offerings by two dozen or more courses in the near future," said Gary Petree, MTAS training program manager. "This will enable managers in cities and towns to provide timely, affordable and quality training opportunities for their staff when and where they need it.

In addition to the numerous courses it offers live, CIS offers online courses through SkillSoft and offers human performance technology classes through its HPTcampus.com Web site. ■

Gail White Named IPS Chief Business Officer

Gail White, who has worked with the University of Tennessee since 1994, will join the Institute for Public Service on March 7 as the new chief business officer.

White went to work for UT Knoxville in 1994 as a grant and contract manager and in 2005 became an assistant controller in the UT system treasurer's office.

Before coming to UT, she was with Ernst & Young in Knoxville and served as chief financial officer at Harriman City Hospital. She received her bachelor's in business administration from UT Knoxville in 1986 and is a certified public accountant.

"Gail has extensive experience at UT as well as private sector experience," said Dr. Mary Jinks, vice president of public service. "She is a great addition to IPS and our business office staff." ■



Gail White

IPS Hosting Community Growth Academy



The UT Institute for Public Service (IPS) is presenting the Community Growth Academy (CGA), an introduction to the various resources and opportunities available for local level economic and community development.

Made possible by a grant from the Tennessee Department of Economic and Community Development, CGA is scheduled for March 28-29 at the Embassy Suites Hotel and Conference Center in Murfreesboro.

Scholarships, which include reimbursement for registration, travel, meals and one-night's lodging, are available for local government officials from the following counties: Bedford, Benton, Bledsoe, Clay, Decatur, DeKalb,

Fentress, Grainger, Grundy, Hancock, Houston, Humphreys, Jackson Johnson, Lake, Lewis, Lincoln, Macon, McNairy, Meigs, Moore, Morgan, Perry, Pickett, Polk, Smith, Trousdale and Van Buren. Scholarship applications must be received by Monday, March 7.

For more information on the academy, contact Gary Petree at gary.petree@tennessee.edu or Bob Schettler at bob.schettler@tennessee.edu. ■

MTAS' Norris Named to UT Planning Committee

Margaret Norris, municipal management consultant with the UT Municipal Technical Advisory Service (MTAS), will be the representative for the Institute for Public Service (IPS) on the VOL Vision/Top 25 committee for 2011.

VOL Vision 2015 provides the guiding framework for the University of Tennessee, Knoxville to achieve its potential as the leading public institution of higher learning in the state of Tennessee.

The Top 25 is a focused component and is designed to enable concurrent progress on important aspects for undergraduate and graduate education and research with related and synergistic investments, including those in faculty and staff and to develop strategies to close the TOP 25 gaps.

The VOL Vision document can be found at

[www.utk http://.edu/strategic-planning/docs/vol-vision-2015.pdf](http://www.utk.edu/strategic-planning/docs/vol-vision-2015.pdf). ■



Margaret Norris



Hawaii said Aloha to UT when the Law Enforcement Innovation Center (LEIC) took its Fundamentals of Cybercrime Investigation to Kona and Kauai, Hawaii. LEIC employees Andi Damewood and Suzanne Griffin facilitated the courses that ran for two separate weeks. ■

Gordy Receives Supervisor's Certification

Scott Gordy, information technology (IT) administrator for the UT Institute for Public Service (IPS), has taken and completed all requirements for UT Leaders:



Scott Gordy

Lighting the Way, Introduction to Supervision Certification.

This 32-hour certification program prepares graduates for supervisory responsibilities and demonstrates commitment to continuing education and job enrichment. ■

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two of our plants into one, and I believe the next several months will present some unique short-term challenges for our team. That said, I intend to continue to push our team to this training class. It came highly recommended, and having now attended the Lean Certificate Class, I know why — outstanding information and presentation.” ■



CIS instructors use hands-on learning in its Lean Certificate classroom.

Celebrating of Public Service



Penny Vaughan, UT Critical Care Program, (right)



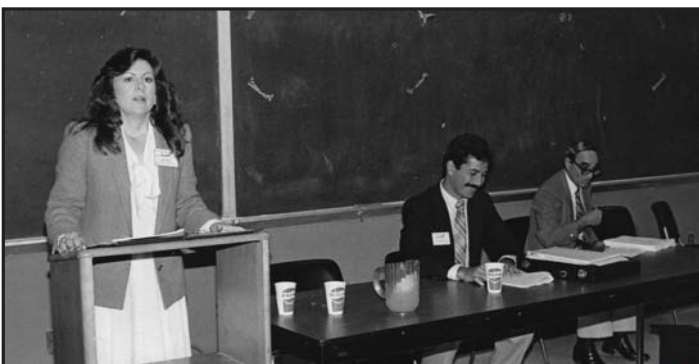
Jim Dye and Richard Eddy



Bob Wormsley and Jim Westbrook (standing left to right)
with former Shelby County Trustee Riley Garner
and his administrative assistant.



Liz Bailey Hanes



Patricia Davis, Joe Muscatello and John Fort



Sid Hemsley (seated) and Dennis Upton (standing)

IPS Partners Presented with Small Business Administration Awards



Two partners of the UT Institute for Public Service's (IPS) Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STTR) program were recently honored by the Small Business Administration (SBA) with the Tibbetts Award.

Knoxville company Analysis and Measurement Services Corp. was honored with a business award, and Tennessee Technology Development Corporation Vice President of Operations Dr. James Stover was honored with an individual award.

The Tibbetts Award honors outstanding small businesses and individuals who participate in the SBA's Small Business Innovation Research (SBIR) program.

"TTDC is extremely proud of Dr. Stover and the many contributions he has made through his work with our partners from across the state, including the University of Tennessee's Institute for Public Service SBIR/STTR program," TTDC President and CEO Dr. Leslie Wisner-Lynch said. "Strategic programming partner relationships like those have allowed for the development of highly effective programs that are essential to

creating a culture and environment that not only supports, but encourages, highly innovative businesses to develop, grow and thrive in Tennessee."

Tibbetts Award winners are selected based on the economic impact of their technological innovation, and on whether they have met federal research and development needs, encouraged diverse participation in technological innovation and increased the commercialization of federal research. ■

CTAS Staff Honors Roger Adkins' 38 Years of Public Service

The UT County Technical Assistance Service (CTAS) honored Roger Adkins's 38 years of public service with a luncheon at the City Club in Nashville on Jan. 26. Adkins, a seasoned county government consultant in West Tennessee, retired from CTAS in January.

As appreciation for Adkins's service, CTAS staff presented him with a limited collection 1959 Corvette model, as well as a framed Gearhead print depicting five different Corvette models. In addition to CTAS staff, several other CTAS retirees were in attendance at the luncheon, as were representatives from the county associations. ■



Staff Applause



Mary Jinks

To: Mary Jinks, IPS CO

Thank you so much for hosting the Newly Elected Tennessee Legislators Workshop. Your hard work did not go unnoticed and was much appreciated. I learned a lot from the two days and plan on recruiting more legislators to go next session. I was impressed by everything from the

speakers to the facilities to the hospitality you showed me and my fellow freshmen.

Representative Pat Marsh, District 62



Mandy Johnson

To: Mandy Johnson, LEIC

I just wanted to thank you and your instructors for presenting some much needed training in the WDLA. From the comments I received from the students during breaks, they considered the training to be both useful and the presenters knowledgeable of the topic.

You and your instructors should be commended for your efforts. If the opportunity exists to do additional trainings in our district we would be very interested.

Mike Campbell, U.S. Attorney, Louisiana

To: Deidra Phillips, LEIC

I want to express my appreciation to you and your organization for making this training opportunity (Survival Spanish for Law Enforcement) available to law enforcement officers within our region. Many of the participants came forward at the end of the training session to express their appreciation for being able to attend the course.

Debra Hughes, Deputy Director
Southwest Virginia Criminal Justice Training Academy



Deidra Phillips

To: Gail Cook, MTAS

Please extend my thanks and appreciation to all involved in putting together such a wonderful (Certified Municipal Finance Officers) graduation ceremony. I was so proud to sit there in that beautiful room and hear such respectful comments from everyone. It was truly a very special event and a very special day.

Dana Swinea, Finance Accountant, City of Hendersonville



Gail Cook

To: Steve Thompson, MTAS

This is to express my appreciation for the role that **Richard Stokes** of the UT Municipal Technical Advisory Service has played in supporting the Tennessee Personnel Management Association (TPMA). Stokes has been invaluable in serving as TPMA's executive director. It is largely due to Stokes' efforts that TPMA is recognized as one of the best chapters of the International Public Management Association for Human Resources (IPMA-HR). I have had the pleasure of working very closely with him, particularly during the two years I was TPMA president. As he carries out his responsibilities as TPMA executive director, he is enthusiastic and is obviously genuinely concerned for the well-being of the organization. So, please accept my thanks for the great work of Richard and the benefits that TPMA has received from him.

Steve Adams, TPMA Immediate Past President



Richard Stokes



The IPS 40th anniversary logo appeared on a cup on page 2 in the last issue of The Exchange.



The winner was Margaret Norris from the Municipal Technical Advisory Service.

Can you find the logo this month? E-mail guesses to susan.robertson@tennessee.edu.

IPS March Calendar of Events

◆ CIS

March 1	16-Hour DOT, Knoxville
March 1	OTI 503 Update for General Industry Outreach Trainers, Knoxville
March 3	8-Hour Emergency Response Refresher, Knoxville
March 7	Clandestine Methamphetamine Lab Decontamination Contractor, Nashville
March 15	8-Hour Site Worker Refresher, Nashville
March 15	OTI 511 Occupational Safety and Health Standards for General Industry, Bartlett
March 16	16-Hour DOT, Nashville
March 16	Hazardous & Special Waste, Knoxville
March 18	8-Hour DOT Refresher, Nashville
March 22	8-Hour Site Worker Refresher, Johnson City
March 23	8-Hour DOT Refresher, Johnson City

◆ CTAS

March 1	County Budgeting Workshop, Knoxville
March 3	GASB Statement 54 Workshop, Manchester
March 3-4	COCTP Regional Renewal, Jackson
March 8	County Budgeting Workshop, Cookeville
March 9	GASB Statement 54 Workshop, Knoxville
March 9	Jail Management Training, Jackson
March 10	County Budgeting Workshop, Manchester
March 11	GASB Statement 54 Workshop, Cookeville
March 16	County Budgeting Workshop, Johnson City
March 17-18	COCTP Regional Renewal, Knoxville
March 22	GASB Statement 54 Workshop, Johnson City
March 23	Education Funding and Reform Training Session, Franklin

◆ NAIFEH CENTER

March 24-25	LGLP Alumni 2011 Event (Eastern Division), Knoxville
March 29	CIS Leadership Training, Oak Ridge

◆ LEIC

March 1-3	Survival Spanish for Law Enforcement, Citrus, FL
March 2-3	Domestic Violence, Boise, ID
March 14-18	Fundamentals of Cybercrime Investigation, Tempe, AZ
March 15-17	Survival Spanish for Jail Facilities, Cedar City, UT
March 21-22	Domestic Violence, Scottsbluff, NE
March 21-25	Crime Scene Management-Field Techniques, Hot Springs, AR
March 24-25	Domestic Violence, Fairbury, NE

◆ MTAS

March 4 -5	Elected Official Academy Level I, Martin
March 10 -11	AOC Spring Conference, Franklin
March 16	Municipal Management Academy Planning and Organizing, Germantown
March 28-29	Community Growth Academy, Murfreesboro

RECRUITMENTS

◆ CTAS

County Government Consultant, Oak Ridge

◆ MTAS

Administrative Specialist, Knoxville (part-time)
Administrative Support Assistant, Nashville

STATE SERVICE LONGEVITY

David Angerer, MTAS	10 years
Gail Cook, MTAS	3 years
Sherri Cooper-Duru, CIS	14 years
Ron Darden, MTAS	10 year
Tess Davis, MTAS	10 years
Kurt Frederick, MTAS	26 years
Tammy Gage, CIS	11 years
Robert Geiger, LEIC	3 years
Keith Groves, CIS	6 years
Pat Hardy, MTAS	22 years
William Haston, MTAS	3 years
Dan Miller, CIS	3 years
Al Major, MTAS	25 years
Beth Phillips, IPS CO	31 years
Robin Roberts, CTAS	16 years
Marie Vesser, IPS CO	30 years

the EXCHANGE

The EXCHANGE is a newsletter
of The University of Tennessee
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IPS ANNUAL CONFERENCE
JULY 21-22
EMBASSY SUITES • MURFREESBORO

In Memoriam

Beverly Peagler Erwin

February 5, 2011

*Conference Coordinator
The University of Tennessee
Center for Industrial Services*



Beverly Erwin, a longtime employee of the University of Tennessee Institute for Public Service, passed away Saturday, Feb. 5 in Nashville.

Beverly started her UT career at the Center for Government Training in September 1981. She then moved to Event Management Services and eventually to the Center for Industrial Services. In her role with all three agencies, she organized the logistics for training and conferences. No matter how big the event, she saw to every last detail and always did so with a friendly smile.

A native of South Carolina, Beverly is survived by her husband David, daughters Dava and Ashley and grandchildren Sarah, Jacob, Kyndle and Carson.

"Beverly is certainly going to be missed by all of IPS. She was such a valuable and dedicated employee and was always willing to lend a hand to anyone who needed it. She was a genuinely kind and sweet person."

Dr. Mary Jinks, Vice President of Public Service, UT Institute for Public Service

"Beverly was someone I could talk to about "anything." She made you feel comfortable, and I knew she cared – I could see it in her face. She was a truly great friend and she will be missed!"

Bob Schettler, UT County Technical Assistance Service

"Beverly was a dear, sweet friend and mentor. She was a strong, kind, beautiful lady, inside and out. She taught me much about faith and grace in all things. She touched many and was a shining example of what I will strive to be. While I will grieve for our loss, I will celebrate Beverly's life. I will miss her tremendously!"

Donna Bridges, UT Center for Industrial Services

"Beverly became a very dear friend to me while working at UT. We were fortunate to have a person with her qualities in our workplace. She was professional, ethical, hard-working, kind and considerate. I could go on, but we all know she had too many wonderful qualities to list. When Beverly and I would talk in the mornings, she always had a million things she needed to do that day, always for work or for her family, never for herself. She was extremely giving of her time and herself. I will miss her beyond words."

Norma Wilcox, UT Center for Industrial Services

"Beverly was my running buddy. We were best friends and she was like a sister to me. We worked together at CGT (the Center for Government Training) starting in 1985 and we were like family. I'm really going to miss her."

Margie Foster, UT County Technical Assistance Service

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INDUSTRIAL SERVICES

In Memoriam
Beverly Peagler Erwin

