



CIS Assists Tennessee Bun Company in Meeting Supply Chain Commitments



The Tennessee Bun Company (TBC) was founded in 1996 by former McDonald's owner/operator Cordia Harrington. TBC was built to be the fastest high-speed bakery

in the world, with an output of more than 1,000 buns per minute.

The company makes fresh buns and other bread products for restaurants and fast food chains such as McDonald's. To meet its supply chain commitment to McDonald's, TBC must agree to protect the environment and use energy resources efficiently as well as meet other stringent requirements McDonald's demands of its suppliers.

In 2011, a company vice president learned about the UT Center for Industrial Services' (CIS) sustainability program offering environment, energy and lean manufacturing assistance to Tennessee manufacturers. E3, Economy, Energy and Environment, is a coordinated federal and local technical assistance framework that helps manufacturers address sustainability.

(continued on page 2)

UT IPS Agencies to Receive TNCPE Commitment Award

Four agencies of the UT Institute for Public Service (IPS) have earned the Commitment Award in the annual Excellence in Tennessee recognition program administered by the Tennessee Center for Performance Excellence (TNCPE). TNCPE is Tennessee's only statewide quality program patterned on the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence.

"This was a time-intensive, thorough process, and I am extremely proud of our agencies for completing it and receiving the TNCPE Commitment Award. All of the employees involved in this process showed great attention to detail and diligence in completing level three of the application."

Dr. Mary Jinks, Vice President of Public Service

The Municipal Technical Advisory Service, the Center for Industrial Services, the County Technical Assistance Service and the Law Enforcement Innovation Center will accept the award at the 20th Anniversary Excellence in Tennessee Awards Banquet on February 20, 2013.

Through an annual evaluation and assessment process, TNCPE recognizes high-performance organizations that exhibit continuous improvement and best practice processes. This year, TNCPE has named 35 organizations as 2012 award winners. They represent outstanding achievement in the following industry sectors: health-

(continued on page 2)

IN THIS ISSUE

Tennessee Government Institutes Graduate 68 at Nashville Event

MTAS Conducts Second Administrative Hearing Officer Training Session

CIS Launches Economic Development Certification

Two IPS Employees Present at National Education Conference

UT IPS Agencies to Receive TNCPE Commitment Award

(continued from page 1)

care, manufacturing, service, education, government and nonprofit.

"I want to thank the University of Tennessee Institute for Public Service for its commitment to improvement and excellence," Gov. Bill Haslam said. "For 20 years, TNCPE has been helping organizations become more efficient and effective, and the Institute for Public Service, in partnership with TNCPE, is doing its part to help build a stronger, better Tennessee."

Organizations apply to the TNCPE program at one of four levels. As the levels increase, so does the depth and complexity of the application, which is based on the Baldrige Criteria for Performance Excellence. Since the program was founded in 1993, only 22 organizations have attained the Excellence designation.

Commitment Awards are presented to organizations that are beginning to demonstrate commitment to, and implementation of, performance improvement principles. They have demonstrated progress by identifying and putting in place a measurement system to capture data and analyze results, and some key process improvements, which are directly attributable to a fact-based improvement process.

"This program helps organizations look at the big picture. But it's not easy — if it were, every organization in the state would be participating," said TNCPE President Katie Rawls. "Organizations such as the agencies of IPS are truly passionate about performance excellence and have chosen TNCPE and the Baldrige framework to help them become the best-run organization they can be."

Established in 1993 as a public-private partnership by Governor Ned McWherter, TNCPE strives to promote economic development by helping companies and organizations grow more competitive in today's global marketplace. TNCPE is patterned after the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence.

More than 1,200 organizations have participated in and benefited from the TNCPE Award Program, including those in the healthcare, service, manufacturing, not-for-profit, educational and government sectors. Four Tennessee businesses — Caterpillar Financial Services, Pal's Sudden Service, Eastman Chemical Company and Federal Express — have been honored with the prestigious Baldrige National Quality Award and the TNCPE Excellence Award. ■

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(continued from page 1)

E3 provides manufacturers with customized, hands-on assessments of production processes to better manage environmental programs, reduce energy consumption and increase productivity. An existing partnership between Tennessee Bun and CIS expanded to focus on improving the sustainability program aiming to exceed world class standards.

Today the company is using CIS professionals with energy, environment and ISO 14000 expertise to help meet its sustainability supply chain commitments to McDonald's.

"Sustainability is an important part of our business model," said Alan Edington, vice president of operations at TBC. "Partnering with the CIS team has helped us improve our sustainability results. Being part of the E3 Initiative has helped us with identifying energy reduction opportunities. The industrial assessment that is part of the E3 initiative has helped us discover new ways to reduce electricity. The help with air compressors, heat recovery from ovens and changes to load in cleaning machines will aid us reduce our electricity usage by 100 KW. This is a significant load reduction for our company. The environmental assistance that is available has helped as well. The ability to use professors to help with our waste stream has helped us reduce BODs sent to city sewer. This help has contributed to educating our team in the facilities and preventing costly penalties." ■

Tennessee Government Institutes Graduate 68 at Nashville Event

A total of 68 state managerial and executive level employees graduated in late November from the Tennessee Government Management Institute (TGMI) and the Tennessee Government Executive Institute (TGEI).



Among the speakers who addressed the graduates and their guests at the Nashville event were Tennessee Department of Human Resources Chief Learning Officer Trish Pulley (top right) and keynote speaker Tennessee Deputy Governor Claude Ramsey (bottom right).



CIS Launches Economic Development Certification

The UT Center for Industrial Services (CIS) recently launched the Tennessee Certified Economic Developer (TCED) Program. This new statewide certification program provides high quality training, continuing education and professional development opportunities to Tennessee's economic and community development practitioners and community leaders.

The TCED program is tailored to give participants a broad-based knowledge of economic opportunities and trends, core components and tools required to compete in today's global economy, with a focus on economic development in Tennessee.

Upon completion of the TCED course curricula and certification requirements, participants receive the Tennessee Certified Economic Developer designation, indicating that they have developed core competency in the principles and practices of economic development in Tennessee.

The program offers a series of economic development courses in locations across the state. The Tennessee Basic Economic Development Course (TBEDC), an International Economic Development Council (IEDC) certified 24-hour course, is considered the anchor course for the certification program. Other course requirements include six specific subject matter core courses (10-hour courses) and an elective course.

The program takes approximately two years to complete. The first TCED graduation is expected to take place in 2014. ■

MTAS Conducts Second Administrative Hearing Officer Training Session

Twelve participants recently participated in the second administrative hearing officer training program for those who will be designated by their cities as administrative hearing officers.

This training program, conducted by the UT Municipal Technical Advisory Service (MTAS), was the result of T.C.A. § 6-54-1001. Pursuant to this law, a city can, via ordinance, create an administrative hearing office with jurisdiction to hear violations of certain locally-adopted codes, including building code and property maintenance ordinances. The law also allows a city, through its administrative hearing officer, to levy fines for such violations in excess of \$50.

The attendees received 6.5 hours of instruction in the mechanics of the bill and the administrative hearing process. Facilitators were administrative law judges from the Administrative Procedures Division of the Tennessee Secretary of State's office and the municipal attorney from East Ridge. After their appointment as administrative hearing officers, successful completion of this training authorizes participants to serve as municipal administrative hearing officers. ■

IPS Hosts New Employee Orientation in Nashville

Nine employees, who joined the UT Institute for Public Service (IPS) within the past year, met in Nashville recently for an overview of all of the IPS agencies. IPS holds an overview each year for new employees to learn about the institute as a whole and a little about each of the five agencies.



(Left) UT Municipal Technical Advisory Service Executive Director Jim Thomas discusses the first agency that was established.

(Right) New employees Sharee Brewer (left) and Michelle Terry (right) of MTAS listen to a summary of the UT Center for Industrial Services. Tom Kohntopp (also pictured), program manager for the Naifeh Center for Effective Leadership and other members of the IPS Leadership Team also attended.



Members of MTAS Staff Receive Honors, Certification

Several members of the UT Municipal Technical Advisory Service (MTAS) staff were honored recently for their achievements.



Steve Wyatt

Utility Operations Consultant Steve Wyatt received the H.B. Rosson award for outstanding water plant operator at the West section meeting of the Tennessee Water and Wastewater Association.



Brad Harris

Financial Consultant Brad Harris was recently appointed to the Government Finance Officers Association (GFOA) Governmental Budget and Fiscal Policy Committee.



Administrative Specialists Armintha Loveday and Sandy Selvage completed their requirements for the Certified Municipal Finance Officer (CMFO) program administered by MTAS. It is an 11-course program that includes an exam at the end of each course. Courses are offered in a sequence beginning with the government environment. Courses are offered approximately every other month in several locations across the state. Each course is a day-long event. Completion of the entire series takes about 24 months. ■



Becky Smeltzer

Two IPS Employees Present at National Education Conference



Andi Damewood

Becky Smeltzer of the UT Municipal Technical Advisory Service (MTAS) and Andi Damewood of the UT Law Enforcement Innovation Center (LEIC) recently traveled

to Las Vegas to present at the American Association for Adult and Continuing Education (AAACE) conference.

Their presentation “Changing Lives: How Do Community Organizations Facilitate Transformative Learning?” was accepted as part of a symposium focused on transformative learning. They, along with two other UT staffers, presented their ongoing research to a group of educators and students.

Smeltzer also participated in an enthodrama presentation dealing with using the arts to report research data and gave a presentation updating Allen Tough’s interview schedule exploring workplace projects, which is her current research focus. Damewood volunteered her time at the conference when she was not attending sessions or presenting, supporting the technology needs of the presenters and working at the registration desk. ■

TAMCAR Announces Spring Conference Dates



Municipal governments are under constant pressure to deliver services more efficiently. Municipal government professionals must continually evaluate performance in terms

of productivity and effectiveness to keep pace with today’s demands as well as to prepare for tomorrow’s challenges. Participation in this training program will help prepare municipal clerks and records for the challenges of public service

Participants will earn credit hours through the UT Municipal Technical Advisory Service (MTAS). Hours also will apply toward state certification and International Institute of Municipal Clerks certification. In addition, they will apply as elective hours toward the Municipal Administrative Program certifications, and some may satisfy continuing education requirements mandatory to maintain certifications including the Certified Municipal Finance Officer (CMFO).

The spring conference will be held April 17-19 in Murfreesboro at the Embassy Suites Conference Center. Additional details will be available soon. ■

German Energy Agency Meets with TREEDC

The German Energy Agency, Tennessee Renewable Energy and Economic Development Council (TREEDC) Founding Member Vis-Solis and German solar tracking manufacturer Deger Energie, met with TREEDC President/Ducktown Mayor James Talley, TREEDC East Tennessee Coordinator/Kingston Mayor Troy Beets, Municipal Technical Advisory Service Program Manager Pat Hardy, Institute for Public Service Assistant Vice President Steve Thompson and other TREEDC members to learn more about the region’s solar assets and to develop international partnerships.

The German Energy Agency develops flagship projects for German renewable energy in the field of photovoltaics, solar cooling and solar thermal energy. All of the solar roofs developed by the German Energy Agency are designed as public private partnerships and co-financed by the German Federal Ministry of Economics and Technology. Since 2004, 40 projects have been developed in Australia, Brazil, Canada, China, France and South Korea and many other countries.

Many Tennessee renewable energy firms conduct business overseas, and the mayors of TREEDC desire to help advance their business plans by engaging other countries to help start similar grassroots outreach endeavors. ■

Inclement Weather Policy for IPS Staff

With winter weather approaching, here is a look at the Institute for Public Service's inclement weather policy.

Generally, inclement weather does not warrant the closing of IPS offices. However, conditions caused by inclement weather (snow, flooding, tornados, etc.) require each employee to make a personal judgment regarding his or her ability to travel safely to and from work. Managers should allow employees to use annual leave if the employee feels it is not safe to travel. Employees who make the effort and who report within a reasonable period should not be required to use leave for that absence. Employees should notify their supervisor of their ability to travel.

Occasionally, extraordinary emergency conditions caused by extreme inclement weather may warrant the closing of some IPS offices. When such conditions are thought to exist, the offices will follow the following guidelines on closure:

IPS Martin – follows the UT Martin closing

IPS Chattanooga – follows the UT Chattanooga closing

IPS Knoxville – follows the UT Knoxville closing

IPS Jackson – follows the Ag Experiment Station closing

IPS Oak Ridge – follows the State of Tennessee closing for Anderson County

IPS Nashville – follows the State of Tennessee closing for Davidson County

IPS Cookeville – follows the State of Tennessee closing for Putnam County

IPS Johnson City – follows the State of Tennessee closing for Washington County

IPS Murfreesboro – follows the State of Tennessee closing for Rutherford County

Other work assignments – follows the State of Tennessee closing for the county where the employee is based



*The State of Tennessee will make a decision on closing of state offices due to extreme inclement weather on a county-by-county or regional basis. Communication of any closing decision will be made as quickly as practical to public broadcast media. The decision is made by the Governor and that information is communicated to Human Resources. The means of getting notice out are:

(1) HR e-mails – leaders and agencies who can then notify their employees; (2) the Tennessee.gov website is updated with the latest information on closings; (3) all media are notified; and (4) TDOT has twitter and other websites that are updated.

If your home is your official duty station, you will not be closed due to inclement weather. ■

Staff Applause

To: Bryan Lane, CIS

Just wanted to thank you again for the great OSHA 501 training! As I said in my evaluation, I have attended numerous training sessions throughout my 30-year career, and I put your training class at the top. I appreciate that you started on time, held to the schedule, covered the material thoroughly and got your students involved. Your enthusiasm, broad knowledge of the topic and your quick response to our questions was impressive.

Robert B. Schlotman, ARM, CDS, AIS, Senior Safety Representative II, Great West Casualty Company



Bryan Lane

To: Dr. Mary Jinks, IPS

I just wanted to offer a quick word of thanks for being included in the 2012 Local Government Leadership Program. It was a great experience and among the best of the professional development opportunities I have had over the last few years. The presentation on stress and ethics was especially fascinating, and for the members of our staff who work as regulatory officials, it is hugely relevant. We have discussed ethics at past management retreats but never in the context of stress and ethics. At least a brief discussion of this is going to be added to our 2013 management retreat in January. Again, thanks for a great opportunity and learning experience.

Dwight Van de Vate, Senior Director, Engineering and Public Works, Knox County



Dr. Mary Jinks



Warren Nevad



Dana Deem



Margaret Norris



Rex Barton



Pat Hardy



Dennis Wolf

To: MTAS

I'd like to thank Warren Nevad, Dana Deem, Margaret Norris, Rex Barton, Pat Hardy and Dennis Wolf for their hard work in helping Livingston complete Livingston Vision 2035, a strategic plan to help the city stay focused on its vision, mission, values and goals. The citizens of Livingston were afforded the opportunity to participate in this important process. The MTAS consultants led by Warren Nevad were very thorough and efficient in their presentations.

Mayor Curtis Hayes, Jr., Livingston

IPS January Calendar of Events

◆ CIS

- Jan. 8 8-Hour Emergency Response Refresher, Knoxville
- Jan. 8 8-Hour Site Worker Refresher (HAZWOPER), Knoxville
- Jan. 9 ISO 9001-2008 Standard Overview, Nashville
- Jan. 9 8-Hour Excavation Competent Person/Trench Safety, Knoxville
- Jan. 10 8-Hour Confined Space Operations Overview, Knoxville
- Jan. 15 8-Hour Emergency Response Refresher, Nashville
- Jan. 15 8-Hour Site Worker Refresher (HAZWOPER), Nashville
- Jan. 15 Lean Product Development Visioning, Jackson
- Jan. 15 OTI 7845 Recordkeeping – 300 Log, Nashville
- Jan. 16 Disciplined Problem Solving Overview, Nashville
- Jan. 16 8-Hour Excavation Competent Person/Trench Safety, Nashville
- Jan. 17 OTI 7845 Recordkeeping – 300 Log, Knoxville
- Jan. 17 8-Hour DOT Refresher, Knoxville
- Jan. 17 8-Hour Confined Space Operations Overview, Nashville
- Jan. 21 PV201 NAVCEP Entry Level Photovoltaic Design and Installation, Nashville

◆ LEIC

- Jan. 8-9 DNA Evidence Identification Collection and Preservation, Kingston
- Jan. 22-24 Leadership and Supervision, Nashville
- Jan. 28-30 Leadership and Supervision, Hamilton, Colo.

◆ MTAS

- Jan. 8 Municipal Manager Overview, Spring Hill
- Jan. 16 Budgetary Cash Flow, Jackson
- Jan. 17 Budgetary Cash Flow, Columbia
- Jan. 23 Budgetary Cash Flow, Morristown
- Jan. 24 Budgetary Cash Flow, Collegedale

◆ NAIFEH CENTER

FOR EFFECTIVE LEADERSHIP

- Jan. 14 Tennessee Legislative Internship Orientation (Nashville)
- Jan. 17-18 Newly Elected Tennessee Legislator's Workshop, Knoxville

RECRUITMENTS

◆ CTAS

Administrative Intern, Nashville

◆ LEIC

Training Consultant, Oak Ridge

◆ MTAS

Senior Library Associate, Knoxville
Training Program Manager, Knoxville
Municipal Management Consultant,
Middle or West Tennessee
Municipal Management Consultant
East or Southeast Tennessee

NEW HIRE

◆ CIS

Chuck Gluck, Knoxville
Safety & Environmental Consultant

STATE SERVICE LONGEVITY

Harding Aslinger, CIS. 10 years
Steve Austin, CTAS 13 years
Doug Bodary, CTAS 10 years
Sharee Brewer, MTAS 22 years
Patricia Burke, CTAS 20 years
Dana Deem, MTAS 3 years
Scott Gordy, IPS CO 12 years
Rick Hall, CTAS 21 years
Jim Hart, CTAS. 5 years
Erin Ketelle, CIS. 4 years
Susan Robertson, IPS CO. 5 years
Jim Slizewski, CIS 18 years
Victoria South, MTAS. 7 years
Marty Spears, CTAS. 14 years
Michelle Terry, MTAS. 1 year
Patricia Wells, CIS 5 years
Linda Winstead, MTAS 28 years
Dale Wolfe, MTAS. 5 years

RETIREMENTS

◆ CIS

Ann Mitchell, Nashville

◆ CTAS

Bob Schettler, Nashville



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UPCOMING

UT HOLIDAYS/OFFICE CLOSINGS:

Tuesday, January 1, New Year's Day

Monday, January 21, Martin Luther, Jr. Day

http://humanresources.tennessee.edu/closing_schedules.html

Two Long-time IPS Employees Retiring

Ann Mitchell with the Center for Industrial Services (CIS) and Bob Schettler with the County Technical Assistance Service (CTAS) retired at the end of December from the Institute for Public Service after a combined 39 years of service.

Ann Mitchell

Accounting Specialist

Mitchell started with CIS in 2000 and worked as an accounting specialist. She retired at the end of December and said she hopes to travel in her retirement.

"Ann has been an important part of CIS operations for the past 12 years, ensuring that our bills are paid on time and tracking essential financial data. We will miss her good work, positive attitude and friendly smile."

Dr. Paul Jennings, CIS Executive Director

"Ann has been a pleasure to work with. She has been a supportive and reliable teammate, and she will be missed!"

Wendy Eddy, CIS Business Manager

"I want to thank Ann for her service and for being a dedicated employee. I wish her the best of luck in her retirement."

Dr. Mary Jinks, Vice President of Public Service



CIS held a retirement party for Ann Mitchell, pictured with her husband Tony.

Bob Schettler

Marketing Coordinator

Bob Schettler, who started his UT career in 1985 with the former Center for Government Training (CGT), served most recently as a marketing specialist with the County Technical Assistance Service.

"Bob was instrumental in the founding of our County Officials Certificate Training Program (COCTP) program. His dedication to training county officials is what made this program the success it is today. His service will be missed by all of us in county government."

Mike Garland, CTAS Executive Director

"Bob has been a great employee for CGT and for CTAS and has been a tremendous resource for county government employees across the state. I hope he enjoys his retirement years."

Dr. Mary Jinks, Vice President of Public Service

"Bob is a true public servant. He loved working with county officials and helping them become more knowledgeable about their elected offices. He was influential in developing the County Officials Certificate Training Program (COCTP) and was devoted to the success of the program. Bob will be missed by CTAS and county officials across the state."

Terri Kinloch, CTAS Manager of Training Services

"Bob will truly be missed by the county officials across that state and by the staff of CTAS. Since Bob joined CTAS in 2002 he has been the driving force for the vast improvements in how the County Officials Certificate Training Program has operated. Bob represents well what a true public servant is. Not only is Bob a great co-worker, he is a great friend as well."

Jon Walden, CTAS Manager of Information Technology Services



Bob Schettler