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The Exchange Newsletter

Institute for Public Service (IPS)

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2-2013

## Exchange February 2013

Institute for Public Service

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## CIS Provides Advanced Manufacturing Training for Visiting Russian Convoy

A group of Ernst & Young consultants from Moscow, Russia, recently visited Tennessee to participate in a customized two-week training and certification program in Advanced Lean Manufacturing. The world-class training program was developed by the **UT Center for Industrial Services (CIS)** in conjunction with Tennessee automotive giants Nissan and Volkswagen.

The advanced manufacturing training program included classroom instruction and practical training and tours with technical experts at the Nissan Smyrna Vehicle Assembly Plant, Nissan Decherd Powertrain Plant and Volkswagen Chattanooga plant.

The classroom instruction included detailed programs in Improvement KATA, Supply Chain Development and Lean Administration. Nissan and Volkswagen were chosen as partners for the training due to their "best in the industry" manufacturing practices. The Nissan Decherd Powertrain Plant is a leading facility in predictive maintenance practices. The Nissan Smyrna Vehicle Assembly Plant serves as a model in the industry for supply chain management. The VW Chattanooga plant

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## New Legislators Participate in Leadership Workshop



Lieutenant Governor Ron Ramsey and Speaker of the House Beth Harwell talk about serving as a Tennessee legislator.

Seventy percent of the new Tennessee General Assembly members recently participated in the third Newly Elected Tennessee Legislators workshop sponsored by the **Naifeh Center for Effective Leadership** in partnership with the Howard H. Baker Jr. Center for Public Policy and the University of Tennessee.

The workshop began with a welcome from Speaker of the House Beth Harwell and Lieutenant Governor Ron Ramsey who talked to the participants about representing their districts and about what to expect as a member of the legislature.

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*"I've been in the legislature for 20 years, and I still get chills thinking that I am lucky enough to be one of only 132 people working on behalf of the citizens of Tennessee."*

*Lieutenant Governor Ron Ramsey*

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"Remember, you are one of 132 people in this state who represent more than six million Tennessee residents," Ramsey said.

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# New Legislators Participate in Leadership Workshop

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The newly elected legislators sat through an afternoon session with Dr. Phillip Boyle of Leading and Governing Associates. Boyle led an interactive workshop on Transitioning from Campaigning to Governing: Policy Choices, Conflicts and Decisions.



Dr. Phillip Boyle discusses transitioning into public office.

Despite ice and a three-inch snowfall, the legislators were treated to a reception at Neyland Stadium, followed by a tour of the stadium with former Vol Condredge Holloway who is now assistant athletics director for student-athlete relations and letterman, and dinner in one of the stadium skyboxes.



Former Vol Condredge Holloway gives the new legislators a behind the scenes tour of Neyland Stadium and the Vols' locker room.

Dr. Matt Murray, director of the Baker Center and associate director of the UT Center for Business and Economic Research, discussed economic conditions in the U.S., Tennessee and locally with the new legislators on Friday morning. Murray was followed by Commissioner of Finance and Administration Mark Emkes, who discussed the state budget. ■



Commissioner of Finance and Administration Mark Emkes discusses the Tennessee state budget.



Representatives Gloria Johnson, Debra Moody and Dawn White get to know each other before the workshop.



MTAS Executive Director Jim Thomas and Senator Steve Dickerson talk before dinner at Neyland Stadium.





Participants attend the Best Practices Symposium hosted by the UT Law Enforcement Innovation Center (LEIC) in Nashville.

## Forensic Symposium Draws Attendees from Across the Country

More than 100 participants attended the third **UT National Forensic Academy™ (NFA™)** Best Practices Symposium hosted by the **UT Law Enforcement Innovation Center (LEIC)** recently in Nashville.

Law enforcement personnel, crime scene investigators and forensic scientists came from 26 different states including Alaska, Oregon, Arizona, Maine and South Dakota. The symposium, which is held every two years, featured forensic experts who discussed everything from multi-agency case management to laser mapping equipment, emerging human identification technology, and lessons learned from high-profile cases.

“We were pleased with the number of attendees and the fact that they came from all over the country,” said Don Green, executive director of LEIC. “Again this year, we were able to bring in a number of knowledgeable and respectable speakers on a variety of forensic subjects.”

The symposium featured several panel discussions on such subjects as Has Communication Technology Murdered Context and Digital Multimedia Evidence: From Recovery to the Courtroom. The conference included a meeting of alumni of the National Forensic Academy, and featured a number of forensic technology and law enforcement vendors. ■

## UT Center for Industrial Services Receives Positive Feedback from Funding Partner

The **UT Center for Industrial Services (CIS)** has received positive feedback during a recent review of its Manufacturing Extension Partnership (MEP) program. The review, conducted by the National Institute of Standards and Technology (NIST) MEP program, focused on CIS achievement of program standards and progress in adopting a strong growth and innovation agenda.

“We are very pleased with the NIST report on our MEP program and where it’s headed,” said CIS Executive Director Paul Jennings. “We see this review as very meaningful because it is conducted by a panel of our peers from across the U.S. that understands manufacturing and the challenges faced by manufacturers in today’s global economy. During the course of our conversations we learn best practices from each other.”

The MEP panel review report specifically complimented CIS for progress that it has made in improving its website, and taking a leadership role in developing a Made in Tennessee website that highlights the state’s manufacturers and encourages companies and individuals to purchase products made in Tennessee. The report also commended CIS for moving forward on an E3 initiative that encourages community partnerships that deliver integrated energy, lean and environmental assessments that help manufacturers reduce waste and improve profitability.

The report states that CIS “has a unique opportunity to take a leadership role in the national MEP system. As the center becomes more aligned with the Tennessee Department of Economic and Community Development and other key partners such as the Oak Ridge National Laboratory and Y-12 National Security Complex, CIS is encouraged to seek alignment of the needs of manufacturers across Tennessee with these offerings and resources. At a regional level, there is an opportunity to fill the key connector role between partners and their resources and Tennessee manufacturers.

Jennings reports that CIS will use the NIST panel review report, along with feedback from customers and other partners, in developing future strategic initiatives. “Growth and innovation services, along with E3 will play a significant role in our future,” he said. ■

# MTAS Prepares for CMFO Graduation



The **UT Municipal Technical Advisory Service (MTAS)**, the Institute for Public Service (IPS) and the Comptroller of the Treasury will conduct a graduation ceremony on Feb. 22 for those who recently completed the Certified Municipal Finance Officer (CMFO) program.

MTAS has offered two CMFO program cycles since 2008. The first cycle resulted in 97 individuals successfully completing the program requirements. The second cycle, which ended on Dec. 31, 2012, resulted in more than 200 individuals completing the program requirements. MTAS is proud to have provided statewide training to more than 300 municipal finance personnel since inception of the program. The 11 courses of the CMFO certification program will be offered on an annual basis beginning in 2013. It is open to any individual who would like to obtain CMFO certification as well as those interested in simply attending a class.

Upon obtaining certification, CMFOs are required to obtain 24 hours of continuing professional education (CPE). Rules governing the CPE requirements are accessible on the website of the Comptroller of the Treasury, Division of Local Government Audit. MTAS is in the process of developing new training classes that will qualify for continuing professional education credits. ■

## *CIS Provides Advanced Manufacturing Training for Visiting Russian Convoy*



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has created and implemented an innovative work-force development program through its innovative VW Academy.

“Ernst & Young was looking for Advanced Lean Manufacturing training for consultants at their Moscow operation and selected CIS because of our deep manufacturing knowledge and our relationship with leading automotive manufacturers such as Nissan and Volkswagen,” said Dr. Paul Jennings, CIS executive director.

CIS developed the training to provide best practices exposure to the innovative and thought-leading processes prevalent in American manufacturing. The 21 consultants participated in a 12-day program that began on Jan. 14 and concluded on Jan. 25.

Ernst & Young opened its Moscow office in 1989 and was the first professional services organization to establish operations in the Commonwealth of Independent States. The worldwide consulting firm has more than 4,000 employees working in 18 offices in eight countries of the Commonwealth of Independent States. ■

# IPS Agencies Participate in Geothermal Forum



Frank McKee

The Tennessee Renewable Energy and Economic Development Council (TREEDC) partnered with Mid-State Construction, Michael Brady, Inc., the [UT County Technical Assistance Service](#) and the [UT Center for Industrial Services \(CIS\)](#) to conduct the first ever Geothermal 101 forum for TREEDC members.

A total of 42 attendees learned about the various environmental and economic benefits associated with geothermal energy. Geothermal energy is thermal energy generated and stored in the Earth. Representatives from eight cities, six counties and staff from Tennessee Departments of Environment and Conservation and Economic and Community Development realized the need for more geothermal outreach and awareness in Tennessee.



Warren Nevad

CTAS Consultant Frank McKee and MTAS Consultant Warren Nevad developed the agenda, which consisted of best practices for geothermal programs for schools, recreational facilities and prisons. The mayors who are members of TREEDC plan to take a more active role in promoting geothermal in the coming years. ■

## Staff Notes of Interest



Andre Temple

### CIS' ANDRE TEMPLE APPOINTED TO JACKSON HOUSING BOARD

Andre Temple, a solutions consultant with the [UT Center for Industrial Services \(CIS\)](#), was appointed by Jackson Mayor Jerry Gist and the city council to serve on the Jackson Housing Authority Board of Commissioners. Commissioners are charged with ensuring fairness in the administration of housing authority policies, attracting adequate resources, balancing the demands of conflicting community groups and winning public support. Moreover, commissioners are responsible for setting policies governing the operations of the public housing authority and charting the direction of current and future programs. ■



Marty Spears

### CTAS' MARTY SPEARS RECEIVES MASTER'S DEGREE

Marty Spears, a county government consultant with the [UT County Technical Assistance Service \(CTAS\)](#), received his master's degree in public administration from the University of Phoenix in the fall of 2012. ■



### ARMINTHA LOVEDAY RECOGNIZED FOR ERC SERVICE

Mike Meyers, past chair of the [Institute for Public Service \(IPS\)](#) Employee Relations Committee (ERC), awarded Armintha Loveday, administrative specialist with the [UT Municipal Technical Advisory Service \(MTAS\)](#), a plaque for her service on the non-exempt Employee Relations Committee for four years. This position represents the non-exempt employees of IPS in the Knoxville area and has been a place to provide a forum for discussing issues and exchanging ideas relevant to non-exempt staff and communicating with other representative bodies and administrators. She also has served on the IPS Employee Relations Committee as an ex-officio member and brings the information from the non-exempt ERC meetings to the IPS ERC meetings. IPS thanks Loveday for her service and work on both of these committees. Judy Wilhite will be assuming the non-exempt Employee Relations Committee member for the Knoxville area in 2013. ■

# Reducing Out-of-Pocket Airfare Travel Expenses

The University of Tennessee Treasurer's Office wants to remind employees who travel that they can reduce out-of-pocket travel expenses for airfare by one of two methods: (1) Immediate reimbursement of airfare expense; or (2) Direct bill of airfare.

## **IMMEDIATE REIMBURSEMENT OF AIRFARE EXPENSE:**

If you purchase a non-refundable airline ticket, you can immediately file a travel expense reimbursement claim if it is within six months of the trip. For example, if you plan to go to Washington, D.C. May 19-22, you can purchase a non-refundable airline ticket on January 28 using your personal credit card. You can then immediately request reimbursement from UT for that airline ticket purchase on a travel expense claim in IRIS. To be reimbursed, it must be a non-refundable ticket and it must be within six months of the date of travel.

## **DIRECT BILL OF AIRFARE:**

You may purchase an airline ticket through a direct billing process. Using this method, the employee does not have any out-of-pocket expense for the airline ticket because UT pays for it directly. This process involves several steps:

- (1) In IRIS, you complete a Travel Authorization Request. This is for in-state as well as out-of-state direct billing.

- (2) You complete an Application for Direct Bill of Airfare (Form T-25, available on the Treasurer's Office website) and send it, along with a copy of your driver's license to your agency business office for approval.
- (3) Your agency business office forwards the approved documents to the Treasurer's Office.
- (4) You contact World Travel to arrange for the ticket purchase. You can do this immediately, but World Travel will not actually book the ticket until it receives authorization from the Treasurer's Office. This normally takes one to two days.
- (5) The original invoice is sent to the Treasurer's Office for payment.
- (6) Upon completion of the trip, the airline ticket must be included in the travel expense report as "airfare company-paid" and a copy of the airline ticket or printout of the World Travel itinerary must be attached. Note that airfare involving additional destinations for personal reasons, or leaving from a destination other than the traveler's official duty station may not be purchased through direct bill. ■

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## IPS Conducts Orientation for Legislative Interns

Close to 100 interns for the 108th General Assembly for the state of Tennessee gathered recently for an orientation with the [UT Institute for Public Service \(IPS\)](#).

The orientation was conducted by Dr. Tom Kohntopp and Dr. Macel Ely with the Naifeh Center for Effective Leadership, an agency of IPS with welcoming remarks from IPS Assistant Vice Presidents Chuck Shoopman and Steve Thompson. The session oriented the interns with IPS and the services each of its five agencies offers.

"It was an outstanding presentation and most helpful to the new intern class. The information provided will be valuable to the students in their role as interns and beyond," said Donna Morgan, administrator of the Tennessee Legislative Internship Program. "We certainly appreciate the time spent with us and hope IPS will come back again." ■



# Staff Applause

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To: Dr. Mary Jinks, IPS

I am writing to thank you for supporting **Erin Ketelle** in her service on the Tennessee Center for Performance Excellence (TNCPE) Board of Examiners. Through the dedication and integrity of volunteers like Erin — volunteers who give hundreds of hours of their own time each year — TNCPE has helped more than 1,200 business and organizations improve performance and enhance results.



Erin Ketelle

As a member of the 2012 Board of Examiners, Erin received free, in-depth training in the Baldrige-based Criteria for Performance Excellence, hands-on exposure to best practices of role model organizations and an opportunity to expand critical and analytical skills. I am confident that the knowledge gained through this experience will transfer to her work with the University of Tennessee Institute for Public Service.

While Erin's experiences on the Board of Examiners add value to your organization, we are well aware that her volunteer service is not without a price. I am grateful for your support of Erin and the TNCPE program. As we celebrate 20 years of performance excellence, I truly believe TNCPE has had a positive impact on the state's health care, government, education, non-profit and business communities. Volunteers like Erin are helping TNCPE shape and transform Tennessee to meet the challenges of the future.

Kathryn Rawls, President, TNCPE

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To: Rick Hall, CTAS

I enjoyed my visit with you and Greene County officials to see the Greene County Asphalt Plant operation. It is great to see firsthand the good work CTAS is doing for Tennessee counties.



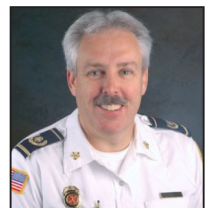
Rick Hall

Dr. Joseph A. DiPietro, President, The University of Tennessee

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To: Sharon Rollins, MTAS

I wanted to pass along my thoughts to you as **Dennis Wolf's** supervisor. Last week he held a Fire Chief Assessment Center for us and he did a great job. He was extremely helpful on the front by assisting with creating an evaluation tool for me to use when narrowing the field and with running the center that day. This was my first time working with him and he did a great job. It's so great when someone is not only helpful, but also extremely friendly in the process.



Dennis Wolf

Honna Rogers, Town Manager, Signal Mountain



# IPS February Calendar and Posts

## ◆ CIS

- Feb. 6 Disciplined Problem Solving, Nashville
- Feb. 11 OTI502 Update for Construction Industry Outreach Trainers, Knoxville
- Feb. 20 8-Hour Site Worker Refresher (HAZWOPER), Jackson
- Feb. 20 Quality Management Systems: Cost of Quality Workshop, Nashville
- Feb. 20 8-Hour Emergency Response Refresher, Jackson
- Feb. 27 16-Hour DOT, Knoxville
- Feb. 27 Tennessee Managing Economic Development Organizations Course, Knoxville

## ◆ CTAS

- Feb. 7 How to Be Your Boss's Favorite, Johnson City
- Feb. 8 How to Be Your Boss's Favorite, Knoxville
- Feb. 21 How to Be Your Boss's Favorite, Jackson
- Feb. 22 How to Be Your Boss's Favorite, Franklin

## ◆ LEIC

- Feb. 4-5 Tactical Response to an Active Shooter, Franklin
- Feb. 27-28 Tactical Response to an Active Shooter, Maryville

## ◆ MTAS

- Feb. 1 Ethics and Open Meetings, Franklin
- Feb. 1 Foundations and Structure of Tennessee Municipal Government, Franklin
- Feb. 2 Finance for Municipal Officials, Franklin
- Feb. 2 Charter, Codes and Open Records
- Feb. 2 Council at Work, Franklin
- Feb. 5 Communication Skills and Work Styles, Spring Hill

## RECRUITMENTS

- ◆ **LEIC**  
Training Consultant, Oak Ridge
- ◆ **MTAS**  
Training Program Manager, Knoxville
- Municipal Management Consultant, Middle or West Tennessee
- Municipal Management Consultant East or Southeast Tennessee

## STATE SERVICE LONGEVITY

- Kristy Brown, CTAS . . . . . 6 years
- John Erdmann, CIS . . . . . 14 years
- Thaddeus Grace, IPS CO . . . . . 26 years
- Bryan Lane, CIS . . . . . 15 years
- Kevin Lauer, CTAS . . . . . 10 years
- Margaret Norris, MTAS . . . . . 12 years
- Sandy Selvage, MTAS . . . . . 26 years
- Lori Ungurait, LEIC . . . . . 13 years
- Rick Whitehead, MTAS . . . . . 9 years

## DECEMBER ANNIVERSARY

- Beth Paton, CIS . . . . . 12 years

## RETIREMENTS

- ◆ **CIS**  
Earl Pomeroy, Nashville
- Chris Wright, Nashville

## DEPARTURES

- ◆ **CIS**  
Debbie Barber, Nashville
- Debra Dupree, Memphis
- Don Stone, Nashville

**the EXCHANGE**

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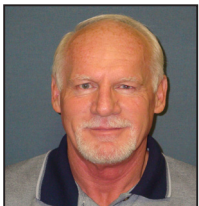
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Earl Pomeroy



Chris Wright

## TWO CIS EMPLOYEES RETIRE

Earl Pomeroy and Chris Wright, energy consultants with the **UT Center for Industrial Services (CIS)**, have retired. Pomeroy joined CIS in November 2007 and Wright has been with the agency since September 1997.

"We appreciate Earl and Chris' work. They are both very knowledgeable in their field and contributed to CIS in many ways," said CIS Executive Director Paul Jennings. "We are going to miss them and wish them the best in their retirements."