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The Exchange Newsletter

Institute for Public Service (IPS)

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Institute for Public Service

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Diversity Discovery Profile Survey to be Distributed

# EXCHANGE

*Creative, Trusted and Valued Solutions for Tennessee*

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## IPS Vice President Announces Retirement

AFTER 31 YEARS with The University of Tennessee, Institute for Public Service Vice President Mary Jinks has announced her retirement. Jinks' last day in the office will be August 29.

She has served as director of operations for IPS, as assistant director of the former Center for Government Training, and in other administrative capacities in the institute. Before coming to the institute, she worked with university housing at UT.

UT President Dr. Joe DiPietro named Dr. Herb Byrd III as the IPS interim vice president beginning Sept. 2. Byrd is current director of Extension Evaluation and Staff Development for the UT Institute of Agriculture. He received his doctorate in educational administration and policy studies from UT Knoxville. X

## CIS Helps Digital Printing Focus on Continuous Improvement

UT CENTER FOR INDUSTRIAL SERVICES Consultants Misty DePriest and John Collier took one of the center's customers through a boot camp recently – a Lean manufacturing boot camp.

DePriest and Collier developed a two-day Lean boot camp training program for Lightning Source, a digital printing company in La Vergne. The program introduced participants to the benefits of Lean manufacturing and Lean tools such as workplace organization, standard work, process flow, value stream mapping, and changeover reduction. The program also provided insight into choosing both strategic and quick-win projects, measuring project impact, and facilitating culture change.

Lightning Source's vision was to maintain its reputation as a print-on-demand service for independent, medium, and large publishers. In order to maintain and continue to grow its industry-leading status in quick publishing turnaround, the company realized it needed to embark on a journey to improve processes, reduce costs, and change its culture.

"Our company has had the pleasure to have CIS' Lean program develop 93 associates so far. Our mid-year report shows a total of 60 percent of Lean-trained associates are actively participating in a Lean project, up 30 percent from last year," said Domonique Townsend, process improvement engineer



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# MTAS Updates Municipalities on Legislative Issues

THE UNIVERSITY OF TENNESSEE MUNICIPAL TECHNICAL ADVISORY SERVICE (MTAS), in cooperation with the Tennessee Municipal League (TML), facilitated training on the 2014 Tennessee State Legislature's session. With more than 160 participants, serving as elected and appointed municipal officials and attorneys, these sessions were conducted in Kingsport, Knoxville, Franklin and Jackson.

These interactive sessions covered 26 areas and 124 individual legislative acts. Areas of interest included: alcoholic beverages, animals, authorities, boards, commissions, codes enforcement, contracts, crime and criminal procedure, economic development, education, elections, environment, finance, fire, firearms, general government, land use, planning and zoning, landlords and tenants, law

enforcement, motor vehicles and traffic, personnel, records, state government, taxation, tort liability, transportation, and utilities.

The intended purpose of these sessions was to educate municipal officials regarding changes in law impacting Tennessee cities. ✕

## Elected Officials Take It to "Level II" at TML

THE MUNICIPAL TECHNICAL ADVISORY SERVICE (MTAS) conducted Level II of the Elected Officials Academy (EOA) training for 18 municipal officials representing nine Tennessee municipalities and one Tennessee county in late June. This academy was in conjunction with the Tennessee Municipal League conference in Chattanooga at the Marriott Downtown. Municipalities represented at the academy were Chattanooga, Collinwood, Eagleville, Johnson City, Lookout Mountain, Portland, Somerville, Troy, Waynesboro and Wayne County.

The EOA is a program designed specifically for the elected official. The curriculum designed for the academy was developed to give municipal officials a more in-depth look at specific services a municipality offers. The academy also offers

networking opportunities with other local officials to share ideas and gain new insights from one another. The academy is a component of the comprehensive municipal training program provided by MTAS.

EOA Level II training sessions are somewhat more specific, dealing with such topics as economic development, fire department operations, police department operations, human resources, public works, risk management, and water/wastewater operations. Participants completed 10 hours of training over two days.

Persons interested in attending sessions of the EOA should contact their MTAS municipal management consultant or check out the MTAS website for sessions taking place nearby.



Facilitators at the pre-conference TML sessions included MTAS consultants Rex Barton, Brett Ward, Richard Stokes, Judy Housely (TML-RMP), Sharon Rollins and Brad Harris. P.J. Snodgrass was the MTAS training consultant for the event. ✕

▶ **Front Row:** Left to right Mike Callis, Sandra Freeman, Deanna Chappell, Chris Hendrix  
**Middle Row:** John Hickman, Judy Accardi, Carol Berz, Michael Housewright, Moses Freeman, Yusuf Hakeem, Jeffrey Robertson  
**Back Row:** Left to Right Tony Creasy, Gerald Baer, Jeff Howell, Bob Turner, Ernie Minges, Drew Jennings, Travis Brown, Doug Brown



(CIS continued from cover)

of Lightning Source, Inc. “We have a completion of 24 projects so far that contributed to increased efficiency, decreased waste in processes and lead

time, and improved employee morale from the feeling of empowerment they felt after taking the class. The CIS two-day training session is necessary in

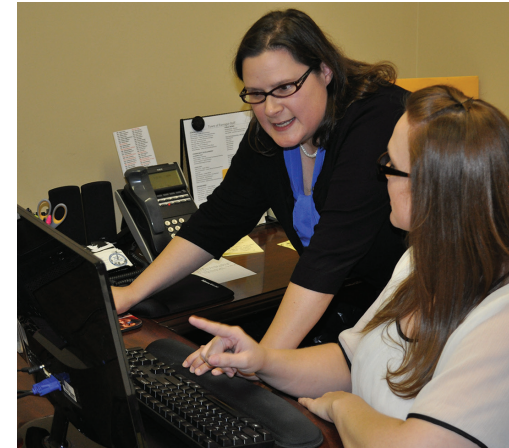
the development of associates in Lean initiatives to help our company stay competitive. We look forward to seeing them again to teach another session.” X

## Public Management Fellow Joins MTAS Staff

ATHANASIA LEWIS has joined the Municipal Technical Advisory Service as an MTAS Public Management Fellow in the following cities for 2014 and 2015: Alcoa, Farragut, Maryville and Oak Ridge. MTAS Management Consultant Margaret Norris is serving as the mentor for Lewis during the fellowship. The first city on the rotation for the fellowship is Farragut.

“The MTAS Fellows program provides the unique opportunity for the fellow to experience every facet of local government from front-line public works activities to assisting the executive team with real city-wide issues. Concurrently, the participating communities have the opportunity to utilize this professional resource to bolster its roster with an innovative, educated and fresh perspective. I am aware of no other professional development program that exposes the participant to all of the intricacies of local government and myriad of different management styles as the MTAS Fellows program. The professional relationships cultivated through this one year of service would normally take several years to achieve outside

**Athanasia Lewis**  
with Jenn Hatmaker,  
Executive Assistant  
to the Town Manager,  
David Smoak



of this program. The fellow selection team did a great job in choosing Athanasia Lewis as the MTAS

Fellow. The town has already found Athanasia’s contributions extremely helpful in the short time she has been with us. The MTAS Fellows program is a wonderful opportunity for both the fellow and the participating community,” said Gary Palmer, Assistant Town Manager of Farragut.

If you are interested in knowing more about the MTAS Public Management Fellow program please contact Rick Whitehead, MTAS assistant director at [rick.whitehead@tennessee.edu](mailto:rick.whitehead@tennessee.edu). X

## Diversity Discovery Profile Survey to be Distributed

BEGINNING THE WEEK of September 8, IPS employees will receive an email asking them to complete a Diversity Climate Survey. This is the same survey that Institute for Public Service employees took in June 2011 with Training Resources of Kansas City to measure where employees were on diversity and to provide some guidance on areas that needed improvement.

From that survey, IPS planned several different training programs for employees, including working with different generations, religions in the workplace, respect in the workplace and other specialized classes given to trainers in IPS.

“The results of the first survey were very positive and we hope that the second survey will be equally positive and show that we have made progress,” said IPS Vice President Dr. Mary Jinks.

Each year IPS provides all employees with some form of diversity training and responses will help grow the organization to be more diverse, both internally and in dealing with customers and communities. When employees receive the survey via email, they should take a few minutes to complete the survey. The Workforce Development team will then take the results and use them for designing future training. X



