CIS Meets International Quality Standard

The University of Tennessee’s Center for Industrial Services (CIS) last year led the university’s outreach and economic development efforts by helping industries and businesses create 10,800 jobs statewide and growing Tennessee’s economy by $461 million.

On May 10, CIS announced that the agency achieved a major registration that will allow it to even better serve the state’s small- to medium-size manufacturers and entrepreneurs.

CIS is now registered to the international quality standard ISO 9001:2000, meaning the center’s customer service processes and quality management systems meet the stringent business standards established by the International Organization for Standardization (ISO).

“We simply documented our core processes and learned to follow a simple mantra: 1) Say what you do—write it down; 2) Do what you say—implement it; 3) Prove that you did what you said—record your actions; and, finally, 4) Improve the system continually from that point forward,” said Lynn Reed, CIS’ quality management representative who led the center through the registration process.

In its quest for ISO 9001:2000 registration, CIS made a deliberate effort to document, implement and improve the center’s processes, systems and methods. The CIS staff has processed and completed more than 20 corrective and preventive measures to improve work processes or prevent problems with customer service delivery. Since November 2006, CIS has conducted internal audits of its processes and systems and identified opportunities for improvement. Staff members have identified more than 70 system improvements, addressing both large and small issues.

(Continued on page 2)
The Center for Homeland Security Training (CHST) is celebrating two milestones.

Thanks to a great deal of hard work by CHST staff in developing and piloting Transit Terrorist Tools & Tactics (T4), the U.S. Department of Homeland Security has issued an official letter of certification for that course. The first of the 24 grant-funded deliveries of T4 took place in Orange County, Calif., the week of May 21. T4 is the first UT Law Enforcement Innovation Center (LEIC) course to be certified by the U.S. Department of Homeland Security.

In other news, the Center for Homeland Security Training recently hosted the first pilot for a groundbreaking forensic training course. The course, Advanced Forensic Investigations for Hazardous Environments, was developed by Louisiana State University’s National Center for Biomedical Research and Training in partnership with the LEIC. This 40-hour training is designed to teach experienced crime scene investigators how to perform their duties in a contaminated environment. Participants traveled from across the state of Tennessee and from as far away as Florida and Iowa to attend. Many of them were graduates of the National Forensic Academy, another longstanding program of UT’s LEIC.

During the week, participants learned of the hazards involved in working a crime scene that has been contaminated with chemical, biological, or radiological agents and how to adapt their normal procedures accordingly. Innovative tabletop and practical exercises gave participants an opportunity to work a mock crime scene while wearing Level B HazMat suits.

Additional pilots will be conducted over the next few months. When the course is certified, it will be taught several times a year in cities across the nation.

* * *

CIS Meets International Quality

(Continued from page 1)

“The registration process forced our staff and senior management to focus on our mission—assisting Tennessee businesses and industry in improving their competitiveness in order to provide good jobs and a high quality of life for Tennesseans,” said David Hall, executive director of UT’s CIS.

“When we do our monthly and quarterly management reviews, we are using data and substantiated information to help drive our decision-making processes. One of our strategic goals is to produce $800 million worth of economic impact for the state by 2010,” Hall said.

CIS was created in 1963, when the university determined that CIS would provide assistance to industries statewide, but primarily to small- and medium-size companies. Even with the tremendous growth of resources and services, this focus has not changed.

An agency of UT’s statewide Institute for Public Service, CIS is funded by state appropriations, contracts, cooperative agreements with state and federal agencies, and funds generated by fee-based services.

* * *

Registered to ISO 9001
IPS Welcomes New Employees

IPS welcomes its newest staff members and encourages them to be proud of the work they will do every day across the state on behalf of their agency, the institute, and the university.

Kingston Candidates Debate Issues

On May 2, MTAS Management Consultant Margaret Norris served as a moderator for a city council candidate debate sponsored by the city of Kingston. Three out of four candidates participated in the forum.

Opening and closing statements were made, and each candidate had two minutes to respond to questions that covered a wide variety of subjects—police, economic development, a property-tax freeze for senior citizens, sign regulations, and ethics.

The candidates were candid and drew a chuckle or two from the crowd in some of their responses.

Doane Helps Duncan Federal Building Go “Green”

David Doane, a consultant with UT’s Center for Industrial Services, received recognition from the U.S. General Services Agency for helping certify Knoxville’s John Duncan Federal Building as a “LEED EB building,” which is a certification from the U.S. Green Building Council for Leadership for Energy and Environmental Design.

Doane was a team member on the certification process and also was the commissioning agent for the project. He will continue to monitor the energy and environmental performance of the building for 12 months.

The John Duncan Federal Building is the second in the United States and the first in the Southeast to receive the designation.
CIS Staff Meeting Called “Best Ever”

“You know, this year’s staff meeting was more like a corporate retreat. I think everyone really enjoyed it,” said David Hall, executive director for UT’s Center for Industrial Services (CIS). Held at Fall Creek Falls State Park, CIS staff not only got down to business, reviewing goals and achievements, but the staff also used the event as a way to build camaraderie.

Prior to two days of meetings, several CIS staff members played a round of golf. Some brought family members and enjoyed hiking and horseback riding. After reviewing official business, many played horseshoes and shuffleboard in the evening. “It’s nice to get to know your co-workers in a way that’s not all business,” commented Lynn Reed, CIS resource manager.

“It was like we were all family at a reunion,” added Sherri Cooper-Duru, CIS financial specialist.

The staff also took a half-day training class on CPR and portable defibrillators. “With the university planning on installing defibrillators, we felt this was the ideal time to train on their proper use,” said Becky Peterson, CIS finance and administrative manager.

Apparently, a good balance between work and recreation is the key to a successful and productive staff meeting. “The only complaint was that cell phone service was poor, way out ‘in the sticks.’ I think for this meeting, that was a good thing,” Hall said.
GET TO KNOW...

Margaret Norris
MTAS

Margaret Norris is a municipal management consultant who joined UT’s Municipal Technical Advisory Service (MTAS) in 2001. Norris previously interned at MTAS, too.

Norris holds an undergraduate degree from the University of Tennessee, Knoxville, with a double major in psychology and Spanish, and she holds a master’s degree in public administration from the University of Tennessee at Chattanooga.

She grew up in the Murfreesboro area, but her parents moved to Ohio while she was in high school. Norris says she returned to Tennessee as fast as she could!

The people she works with are a highlight of Norris’ job. She says her job as a management consultant has expanded and is doing more than ever. She thinks there will always be a need for MTAS and its services to Tennessee cities.

When not at work, Norris says her hobby is spending time with her husband Ben, but she also likes sports and working Sudoku puzzles. The couple enjoys traveling, and they try to get to Key West, Florida, as often as possible.

Brian Spears
CTAS

Brian E. Spears is an information technologist for UT’s County Technical Assistance Service (CTAS). He joined the CTAS staff full-time in January 2006 after previously working with the former Center for Government Training, Event Management Services, and the Center for Industrial Services. Spears organizes and updates the CTAS library, keeps an inventory of CTAS publications, and assists with mailings and other projects. In 1998, he received the IPS Horizon Award for his dedication and hard work.

Spears enjoys volunteering his time and expertise for many projects in Middle Tennessee. He has assisted Tennessee teachers during conferences and has served as a volunteer aid for the Governor’s Conference on Forestry and the Tennessee Drug Free Conference. He is also a regular volunteer for “Hands On Nashville,” a community-based effort designed to assist local schools and non-profit organizations by providing skilled volunteers.

An important part of Spears’ life is his family. His mother, Josephine Brown, is a former instructor at Nashville State Tech. His brother, a computer analyst, and sister–in-law, a dentist, live in Atlanta. His sister is a chiropractor in Nashville. Spears is a devoted uncle to his 4-month-old niece Jordan.

NFA Welcomes 18th Session

(Continued from page 1)

contacted the NFA after learning about the program from an American colleague who had attended—has waited for about a year for an available slot. Unlike U.S. participants, Eyvindsson will pay the full cost of the 10-week program. For U.S. participants, primary funding of the program is provided by the Bureau of Justice Assistance, U.S. Department of Justice.

The NFA is a program of UT’s Law Enforcement Innovation Center. Three NFA sessions are held each year in Knoxville, and class size is limited so each student has ample opportunity to research and practice the techniques demonstrated throughout the session.

About 60 percent of training involves hands-on field exercises. Participants watch vehicles explode and burn, study actual human remains, and analyze bloodstain patterns at mock crime scenes. As they process these scenes, NFA students can try new techniques, such as a new chemical to process fingerprints, before using them in an actual investigation.
To: Amanda Watts and Mike Hill, LEIC  
From: J.C. Upshaw Downs, M.D.  
Coastal Regional Medical Examiner  
Decatur, Georgia

The first annual Child Fatality Review Conference was a grand success! I have heard nothing but praise from all who attended. The participants came away from the conference with a renewed enthusiasm for their work. The LEIC and COPS program allowed this direct outreach to the local, predominately rural, areas we serve. The information passed on has already been directly applied in several child death investigations, enhancing the outcome in the respective cases.

★ ★ ★

To: Amanda Watts, LEIC  
From: John P. Moore  
National Youth Gang Center  
Tallahassee, Florida

It was a pleasure working with you in co-hosting the Gangs 101 Train-the-Trainer course in April. We enjoyed working with you and Mike Hill and appreciate your assistance in publicizing this training and obtaining POST certification for this course. We look forward to the opportunity of working with you again.

★ ★ ★

To: Romeo Morrisey, LEIC  
From: Jerome H. Morton, Training Director  
Tennessee Internship Consortium

Thank you for your superb diversity training presentation to the Tennessee Internship Consortium in Psychology’s (American Psychological Association Accredited) doctoral internship class in school psychology. Due to the outstanding information you provided, the interns have requested that you return to speak with them on securing and preparing school staff for reducing the likelihood of violence on campus or minimizing its impact should a tragic event occur. Your speaking to them will have a wider impact not only on schools in Tennessee, but also in other parts of the country as well. We have a great deal to learn from you. Thank you for your many contributions for making the world a better place.

★ ★ ★

To: Mike Tallent, MTAS  
From: Robert J. Mullin, Mayor  
City of Lakesite

I want to thank you for your February letter and its enclosure which provided MTAS legal opinions regarding municipal authority to regulate aesthetics for double-wide mobile homes. Also express my thanks to Sid Hemsley for his extensive research and lucid discussion of the subject. Lakesite city commissioners and staff are very appreciative of the continuing training and technical assistance provided by MTAS. We consider MTAS a valuable asset to municipal government.

★ ★ ★

To: Warren Nevad, MTAS  
From: James W. Pinkerton, City Manager  
City of Kingston

Thank you for speaking to the Harriman Rotary Club. Several people have mentioned the good program you provided. You do such a good job for us!

★ ★ ★
What do they do?

Here’s another look at the day-to-day responsibilities of staff in the IPS central office in Knoxville. These staff members support all IPS personnel statewide and are employees of the system-wide Institute for Public Service, which is separate from the Knoxville academic campus.

Tom Looney is the development director for the Institute for Public Service. He directs private fundraising and communications for the institute and serves as facilitator to the agencies in planning and executing fundraising strategy.

In development, Looney spends his time researching, cultivating, and soliciting major donor prospects. He oversees the annual giving operation of alumni, friends, and staff of the institute, including the university’s Family Campaign. He maintains giving records for the institute (with a lot of help from Charlotte Brooks in the central office, who supports the development function).

Looney also works with the central office communications team on publications, messaging, and media relations and coordinates content management for the institute’s Web space.
June 2007 Calendar of Events

**CIS**
- June 5: Lean Manufacturing Overview, Knoxville
- June 11: 40-Hour Site Worker, Gatlinburg
- June 13: Tennessee Environmental Regulatory Overview, Memphis
- June 19: Air Regulations, Knoxville
- June 20: Clandestine Meth Lab Decontamination, Knoxville

**CTAS**
- June 5-6: TCSA Post Legislative Conference, Gatlinburg
- June 6-8: Tennessee State Association of County Clerks, Cleveland
- June 12-14: State Court Clerks Conference, Nashville
- June 14: Dealing with Difficult People, Franklin
- June 20-22: COCTP Capstone, Montgomery Bell State Park

**IPS**
- June 24-29: Tennessee Government Management Institute, Knoxville
- June 27: Tennessee Executive Leadership Academy, Nashville

**LEIC**
- June 4-7: Leadership for Law Enforcement, Washington County
- June 11-13: Survival Spanish, Murfreesboro
- June 20-21: Secure and Prepared Schools, Paris Landing
- June 21-22: Regional Community Policing Institute DNA Training, Murfreesboro
- June 27-28: School Security Team Training, Harrogate

**MTAS**
- June 5: Human Resource Overview, Knoxville
- June 5: Developing Teamwork, Millington
- June 12: Workplace Harassment and Workplace Violence, Collierville
- June 14: Communication Skills, Millington
- June 19: Risk Management and Safe Workplace Environment, Knoxville
- June 19: Interviewing, Selecting, and Retaining Employees, Millington
- June 26: Developing and Maintaining Discipline, Millington

June 2007 Service Anniversaries

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<thead>
<tr>
<th>Name</th>
<th>Department</th>
<th>Years</th>
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<tbody>
<tr>
<td>Donna Bridges</td>
<td>CIS</td>
<td>4</td>
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<td>Charlotte Brooks</td>
<td>IPS CO</td>
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<td>Derek Brownlee</td>
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<td>Deidra Phillips</td>
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<td>Sharon Rollins</td>
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<td>Becky Smeltzer</td>
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<td>Bill Stetar</td>
<td>CIS</td>
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<tr>
<td>Norma Wilcox</td>
<td>CIS</td>
<td>16</td>
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Recruitments

**IPS CO**
- Information Specialist, Knoxville

**CIS**
- Manufacturing Consultant, Johnson City
- Lean Manufacturing Consultant, Nashville
- Program Manager, Nashville or Knoxville

**CTAS**
- Jail Management Consultant, Nashville

**LEIC**
- Business Manager, Oak Ridge Accounting Assistant, Oak Ridge Coordinator, Oak Ridge

**MTAS**
- Program Resource Specialist, Nashville

New Hires

**IPS CO, Knoxville**
- Thomas Kohntopp: Leadership Program Manager

**LEIC, Oak Ridge**
- Sabrina Rhodes: Coordinator

Staff Departures

**CIS, Nashville**
- Carmen Rowe

**CTAS, Nashville**
- Ron Fults

**LEIC, Knoxville**
- Jami Cox
- Jeanine Russell

Mark your calendar!

**2007 IPS ANNUAL CONFERENCE**

October 17-18 at the Park Vista Hotel in Gatlinburg

Recognize your IPS colleagues for their good work throughout the year and nominate them for a 2007 IPS award at http://intranet.ips.tennessee.edu.