The Technical Assistance Program (TAP) is one of the great success stories, not only for Purdue, but also for the state of Indiana. As governmental leaders and entrepreneurs have worked to bring about an economic resurgence in the state, TAP — in an ever-expanding role — has been an invaluable resource, providing cutting-edge expertise and solving problems. During the year chronicled in this report, more than 550 businesses, hospitals, health departments, and governmental units, representing all 92 Indiana counties, benefited from TAP’s services.

The impact of these services has been substantial. TAP clients credit the program with increasing their sales by $16.8 million and for helping them retain nearly $32 million in sales. TAP’s assistance also saved these companies and institutions more than $5 million, created or retained 385 jobs, and led to capital investments of $9.5 million.

It is because of performance like this that Purdue has increased its commitment to TAP, with help from our state government. During the past year, TAP has roughly tripled in size to 40 full-time equivalent staff and a $5 million budget. It also opened new offices in Fort Wayne and Anderson to add to the existing ones in Indianapolis, Merrillville, and West Lafayette. An additional expansion to Rising Sun in southern Indiana is scheduled soon.

Other highlights:

- The TAP Manufacturing Extension Partnership center served 79 companies, providing over $2 million of training and education for 1,600 workers.
- Healthcare TAP served 15 healthcare providers with 20 projects, improving patient care, safety, and productivity.
- In a project undertaken for the Indiana State Department of Health, Healthcare TAP performed a gap analysis of the pandemic influenza plans for each of Indiana’s 94 health departments.
- TAP is a partner with several state departments, including the Indiana Economic Development Corporation, the Indiana Department of Health, the office of Energy and Defense Development, and the Department of Workforce Development.

By any standard, it has been a banner year for TAP with significant benefits for our state, its people, and the entrepreneurs who are working to grow our economy. One of the primary goals of Purdue’s strategic plan is to address the needs of society through engagement. Since 1986, the Technical Assistance Program has been one of our most powerful tools for meeting that goal, and — as this report demonstrates — it is getting better all the time.
TAP’s Success is Indiana’s Success

Whether an organization wants to improve competitiveness, increase profits, or continue to meet the growing needs of their customers, TAP can help them more efficiently and effectively meet their goals.

TAP Experience

Purdue’s Technical Assistance Program is designed to meet the many needs of Indiana companies, healthcare providers, and organizations. Each service TAP offers provides expert advice, professional training, and individualistic treatment to ensure that employers, employees, and Indiana all benefit from the partnership.

TAP Expertise

TAP allows Purdue’s award-winning faculty and staff experts to take their ideas out of the classroom and implement them in Indiana’s businesses, constantly infusing companies with new methods of efficiency to cut waste and increase profits.

TAP Knowledge

Purdue’s Technical Assistance Program is helping companies from all over Indiana become more efficient, all while connecting businesses with the best resources Indiana has—today’s educated youth and tomorrow’s leaders of industry.


Savings and Investments

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased Sales</td>
<td>$6,800,000</td>
</tr>
<tr>
<td>Sales Retained</td>
<td>$39,675,000</td>
</tr>
<tr>
<td>Cost Savings</td>
<td>$5,097,286</td>
</tr>
<tr>
<td>Capital Investment</td>
<td>$9,474,700</td>
</tr>
</tbody>
</table>

Employment

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jobs Created or Retained</td>
<td>385</td>
</tr>
</tbody>
</table>

 Clients Served

In 2005–2006, TAP faculty, graduate students, and staff worked with over 536 companies, hospitals, health departments, and governmental units across Indiana.

TAP Funding Sources for Fiscal Year 2006

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Income: Manufacturing</td>
<td>$2,254,000</td>
</tr>
<tr>
<td>Program Income: Technical Information</td>
<td>$354,000</td>
</tr>
<tr>
<td>National Institute for Standards and Technology (NIST)</td>
<td>$671,000</td>
</tr>
<tr>
<td>Indiana Office of Energy</td>
<td>$100,000</td>
</tr>
<tr>
<td>Indiana Department of Workforce Developments</td>
<td>$232,000</td>
</tr>
<tr>
<td>Program Income: Healthcare</td>
<td>$414,000</td>
</tr>
<tr>
<td>State Funding for Business Assistance</td>
<td>$1,101,000</td>
</tr>
<tr>
<td>Other</td>
<td>$192,000</td>
</tr>
</tbody>
</table>

TOTAL $5,323,000
Greenfield, IN — Hancock Regional Hospital has a mission: to be a caring community partner dedicated to enhancing the health of the patients and communities they serve. HTAP became an important part of that mission this past year.

“We hired Healthcare TAP to improve the efficiency of the day-to-day operations of our facility, and in doing so improve the healthcare provided in our hospital. We had just built a new addition on our hospital, which included a new Emergency Department and a new Cardiac and Intensive Care Unit. After moving into these new facilities, we realized we had inefficiencies and processes that needed improvement. Healthcare TAP applied engineering techniques and nursing know-how to make several recommendations to improve patient care and flow. The recommendations HTAP made, and the implementation of those recommendations, have benefited the patient as well as saved the hospital thousands of dollars in time efficiency. We look forward to using Healthcare TAP services in the future.”

— Bobby Keen, President and CEO of Hancock Regional Hospital

Patricia Coyle-Rogers, PhD, associate professor in the school of nursing, and Bobby Keen stand in the foyer of Hancock Regional Hospital. Coyle-Rogers worked with Professor Yuehwen Yeh, PhD, and graduate assistant Gunuprasad Sankaranarayanan, both from the school of industrial engineering, to analyze patient flow and productivity in the CICU, medical, and surgical units of Hancock Regional.
TAP’s Energy Efficiency Program provides industrial energy assessments, training, and implementation to firms seeking technical and management assistance in addressing energy usage. These services impact workforce, processes, and management systems to affect sustainable improvements in gas and/or electricity consumption. These services served over 58 firms in the past year.

Newburgh, IN — With 120 acres under one roof, 300 within the fence, and 9,000 acres overall, Warrick Operations is one of the largest aluminum smelting and fabricating facilities in the world. Alcoa’s Primary Metals and Rigid Packaging divisions create aluminum sheets for beverage and food can ends and tabs, along with other flat-rolled aluminum products. Alcoa Warrick employs 2,000 hourly and salaried workers.

“Alcoa Warrick Operations engaged David Zeese from Purdue TAP to assist us in reviewing energy usage and potential areas of conservation and/or usage elimination. What we learned at the TAP-sponsored CHP conference opened our eyes to the feasibility of capturing waste heat for potential fuel consumption reductions. We have found TAP’s services to be a good addition to our own Alcoa resources as we work to tackle our energy use and reduce our production costs.”

— Bill Spry, Plant Manager

“Put together a stronger energy efficiency culture in Indiana’s energy intensive manufacturing sector through increased federal and state support for Purdue University’s Technical Assistance Program (TAP) and the Clean Manufacturing Technology & Safe Materials Institute. Technical assistance and training from these programs will provide energy managers at manufacturing facilities, both large and small, with the necessary tools and knowledge to reduce their energy usage and costs, benefiting all Indiana sectors through reduced demand for electricity and natural gas.”

— from Governor’s Plan
Orestes, IN — The Red Gold family of brands are regional and national names including Red Gold, RedPack, Tuttorosso, Sacramento, Glorietta, and Il Migliore. Their focus on exceptional quality and operational excellence ensure the company’s commitment to produce the freshest, best tasting tomato products in the world. TAP became a partner in their Peak Performance Lean Initiative this past year to help them improve their efficiency in operations.

“The Purdue TAP training has been a valuable part of our Peak Performance Lean Initiative at Red Gold. The training specialists were very knowledgeable and professional, and brought a great deal of practical experience. The training has provided many of our employees a good foundation and understanding of lean tools. By applying these tools in the hands-on, shop-floor projects, Red Gold has realized significant savings in the reduction of waste and non-value added activity.”
— Gary Middlesworth, Manager of Continuous Improvement

“Purdue is helping us invest in our company’s most valuable asset: our people. TAP training has educated and developed our employees in eliminating waste and creating ongoing improvements. Red Gold has done very well and we’re known as one of the top producers in the country. I want to make sure we stay on top. TAP is taking us in the right direction.”
— Brian Reichart, Red Gold President and CEO
Monticello, IN — T&L Sharpening, Inc. manufactures instruments for orthopedic surgery, including drills, taps, reamers, and bone rasps. The company uses fixtures to heat-treat drill bits at extremely high temperatures, but the fixture they were using was warping and was unable to provide the fixturing necessary. TAP’s recommendation to either change the design of the fixture or change the material to prevent the warping gave the company something to consider and a path to go down with discussions from their vendors.

“The help we received from the TAP program allowed us to make informed decisions and advance our project to the next level, bypassing a lot of research and testing. We would not hesitate to use the program again for future projects.”

— Tom Herr, Quality Control Manager
Peru, IN — One Source Automation & Technologies is a custom integration company, providing custom turnkey automated solutions to their clients, which include Leroy Somers, ICG Castings, LynRus Aluminum Products, and Airo Die Castings. When the company had the opportunity to design and build a generator test stand that would require a computer-aided finite analysis to meet its extremely stringent resonance and deformation requirements, TAP resources were used to interpret their finite analysis to make sure the machine was built within these requirements.

“To have an outside contract engineering company review our analysis would have cost us between five and eight thousand dollars. By using the resources through the TAP program, we were able to save the money and still receive the assurance that the analysis was done correctly. The project was a complete success and the customer was very pleased. In fact, because of the success of our partnership with TAP, the customer has asked us to build another test board for them. I suggest that if any other business needs technical assistance, it would be to their benefit to use TAP resources to get the job done.”

— Marty Veller, President of One Source Automation & Technologies
HIGH TECH JOB FAIR for Indiana Companies
CROWN ESA

We gain fresh perspectives and new ideas from energetic individuals with computer fluency and a desire to learn on the job. Students from Purdue University possess solid organizational abilities, written/verbal skills, and a professional, resourceful attitude. Godfrey Marine looks forward to working with Purdue University to obtain students for our summer internship program as well as graduates for available career positions.

— Roxanne Lutz, Marketing Manager

Elkhart, IN — Godfrey Marine is the 4th largest boat builder in the U.S., manufacturing everything from cruising to water sports to saltwater/freshwater fishing. Their products include pontoons (Sanpan, Aqua Patio, Sweetwater, Parti Kraft), Hurricane Deck Boats, Polar Kraft aluminum fishing boats, Polar saltwater fishing boats, and Rinker Express Cruisers & Sport Boats.

“Crown ESA realizes its future lies with young engineers. After attending last year’s Purdue Job Fair and hiring Kelsey Jonkman directly from the Purdue Job Fair, Crown ESA has changed its business-hiring model to be more proactive in hiring young engineering graduates directly after their college graduation. Kelsey has demonstrated to Crown ESA that Purdue offers young engineers with a strong technical background and good work ethic. Crown ESA is looking forward to hiring several young engineers from the Purdue Job Fair in the coming years.”

— Jim Eaton, Director of Operations

Portage, IN — Crown ESA is a professional engineering and manufacturing firm specializing in industrial process automation and electrical control systems. Its diversified 100+ customer base includes well-known clients such as Build-A-Bear, United States Steel, Harsco Track, Unilever, BP Pipeline, and the U.S. Navy, all of which help Crown ESA meet annual sales of $20 million.

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— Roxanne Lutz, Marketing Manager
TAP offers training and technology implementation on a funded basis. Offerings include:
- Lean manufacturing
- Quality systems
- Team building, problem solving, and leadership training
- Information technology security profiles
- Customized training for the healthcare sector
- Energy reduction

TAP provides up to 5 days of free, confidential consulting on a full range of business and technical issues, including:
- Advanced manufacturing
- Business management
- Human resources
- Information technology
- Environmental issues
- Product development and engineering

*TAP does not support projects involving litigation. Projects involving the development of intellectual property require written contracts.

High-Tech Assistance
TAP can provide assistance in many areas, including advanced manufacturing and logistics, business management, and information technology. These are a few of the high tech companies that benefited from the skills and knowledge of TAP professionals this year.

GH LLC
QuadraSpec
Apollo Design Technology
Titon Energy
Endocyte
TriMed
GDS Technology
Blairex Laboratories, Inc.
Ecologistics Limited
Griffin Analytical Technologies, Inc.
Estac Solutions Group, LLC
IN Space LLC
Darkstar Technologies
Syet LLC
Metaresearch

The HTAP Advantage
Healthcare TAP provides consulting services for hospitals and medical centers, which can result in immediate benefits to patient care, productivity, quality, and safety. This past year, these outstanding hospitals and medical centers across Indiana took advantage of HTAP services.

Bedford Regional Medical Center
Clarian Health Partners
Clark Memorial Hospital
Columbus Regional Hospital
Davies Community Hospital
Dunn Memorial Hospital
Good Samaritan Hospital
Greater Lafayette Health Services
Hancock Regional Hospital
Henry County Memorial Hospital
IU Medical Group
King’s Daughters’ Hospital and Health Services
La Porte Regional Health System, Inc.
Major Hospital
Memorial Hospital & Health Care Center
Mulberry Health and Retirement Community, Inc.
Riverview Hospital
Schneck Medical Center
St. Francis Hospital & Health Centers
St. Joseph Regional Medical Center
St. Vincent Carmel Hospital
Wishard Hospital
Witham Health Services

Contact Us
General Questions
Phone: (765) 494-6238
Fax: (765) 494-9187
tap@purdue.edu
www.purdue.edu/TAP

E-newsletter Subscriptions
www.purdue.edu/TAP/update

Summer Intern Program
Randall Hountz
(765) 494-0766
intern@purdue.edu
www.purdue.edu/TAP/intern

High Tech Job Fair for Indiana Companies
Randall Hountz
(765) 494-0766
hightech@purdue.edu
www.purdue.edu/jobfair

Faculty Assistance Projects
Randall Hountz
(765) 494-0766
tap@purdue.edu
www.purdue.edu/TAP

Manufacturing Extension Partnership
David Snow
(317) 275-6811
tapmep@purdue.edu
www.purdue.edu/TAP/mep

Healthcare TAP
David McKinnis
(765) 494-9189
htap@purdue.edu
www.purdue.edu/rche/TAP

Office of Engagement
Victor Lechtenberg
(765) 494-9095
vll@purdue.edu
www.purdue.edu/engagement

Indianapolis Engagement Office
Thomas Carroll
(317) 275-9301
tcarroll@purdue.edu
www.purdue.edu/TAP

Fort Wayne Engagement Office
Sean Ryan
(260) 399-1662
ryans@ipfw.edu

Energy Efficiency
David Snow
(317) 275-6811
tapmep@purdue.edu
www.purdue.edu/TAP/mep

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A YEAR IN REVIEW JULY 2005 – JUNE 2006