



TECHNICAL ASSISTANCE PROGRAM

A YEAR IN REVIEW JULY 2008—JUNE 2009

Advancing Indiana's economic prosperity and quality of life.

Message From the President



France A. Córdova

Partnering with Indiana business and government for solutions is aligned with Purdue University's educational mission and our commitment to Indiana's economic well-being.

Our Technical Assistance Program (TAP) serves as a wonderful conduit to collaboration with government entities and corporations. Since its inception in 1986, TAP has assisted more than 8,000 Indiana organizations and has been credited with saving or adding 6,757 jobs in the state.

For 2008–09, the annual statistics continue to demonstrate the impact of TAP on business efficiency and growth and on new ventures surrounding relevant industry and societal issues, including energy, environment, and healthcare solutions.

A few TAP statistics for this past year include:

Employers served.....	703
Indiana counties served.....	86
Increased or retained sales	\$84 million
Cost savings	\$13 million
New capital investments	\$16 million
Created or retained jobs.....	688
Employees trained	5,104

I am proud of the Purdue faculty, staff, and students who deliver on our promises to Indiana companies. And I thank our corporate and government partners who have provided the opportunities.

This annual report serves as a record and celebration of our joint accomplishments. We look forward to continued and new opportunities that will strengthen our state's economy and improve the quality of life for its citizens.

France A. Córdova
President, Purdue University



Partnering with the Indiana State Department of Health, TAP team members met in June with Centers for Disease Control, local law enforcement, and regional hospital and healthcare officials, as well as representatives from the Purdue Homeland Security Institute to discuss potential strategies for a pandemic outbreak.

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Indiana's Growth and Prosperity

■ Clients Served

In 2008–09, IAP faculty, graduate students, and staff worked with 703 employers, hospitals, healthcare providers, and governmental units in 86 counties across Indiana.

■ Economic Impact Data

July 2008–June 2009

Increased or retained sales..... \$84 million

Cost savings..... \$13 million

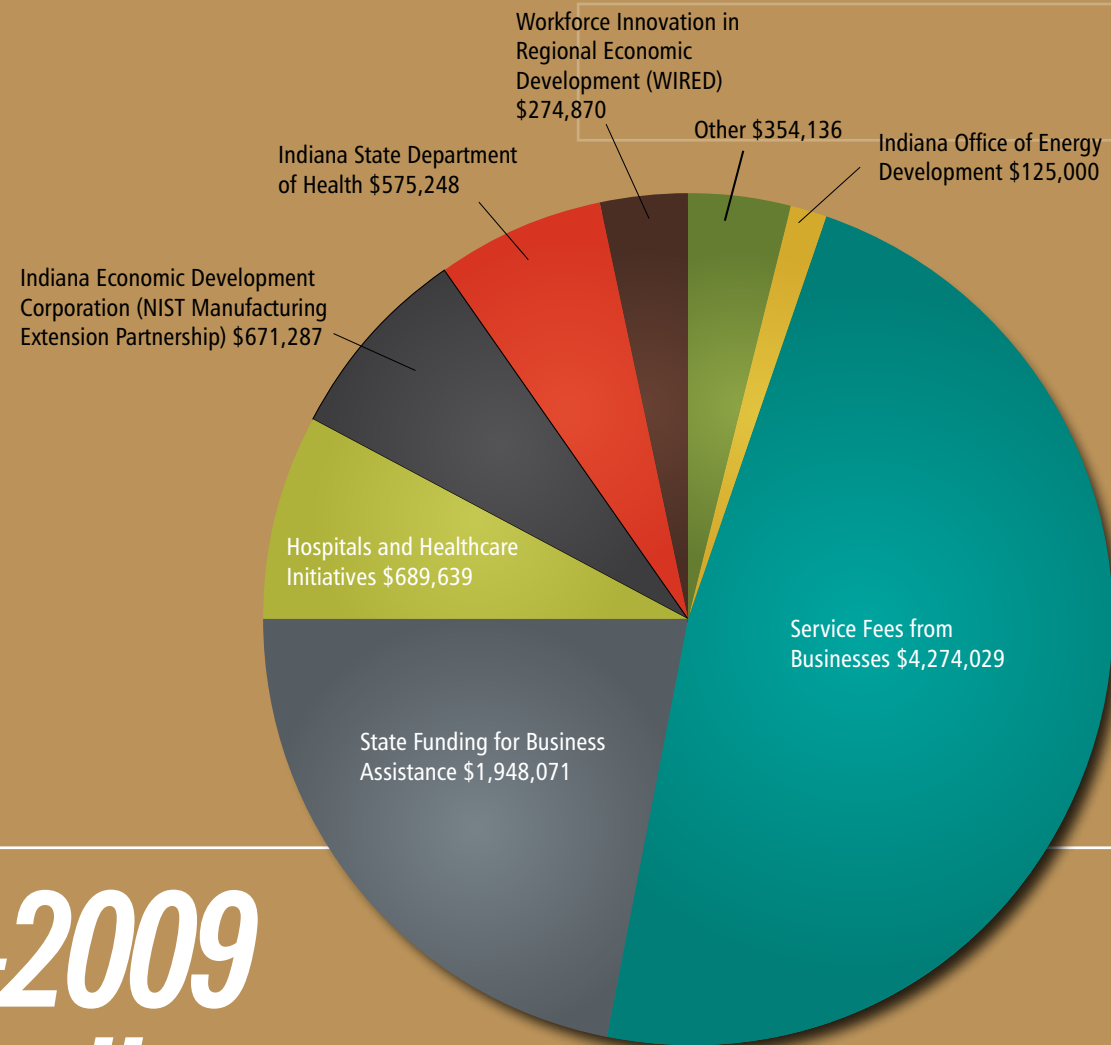
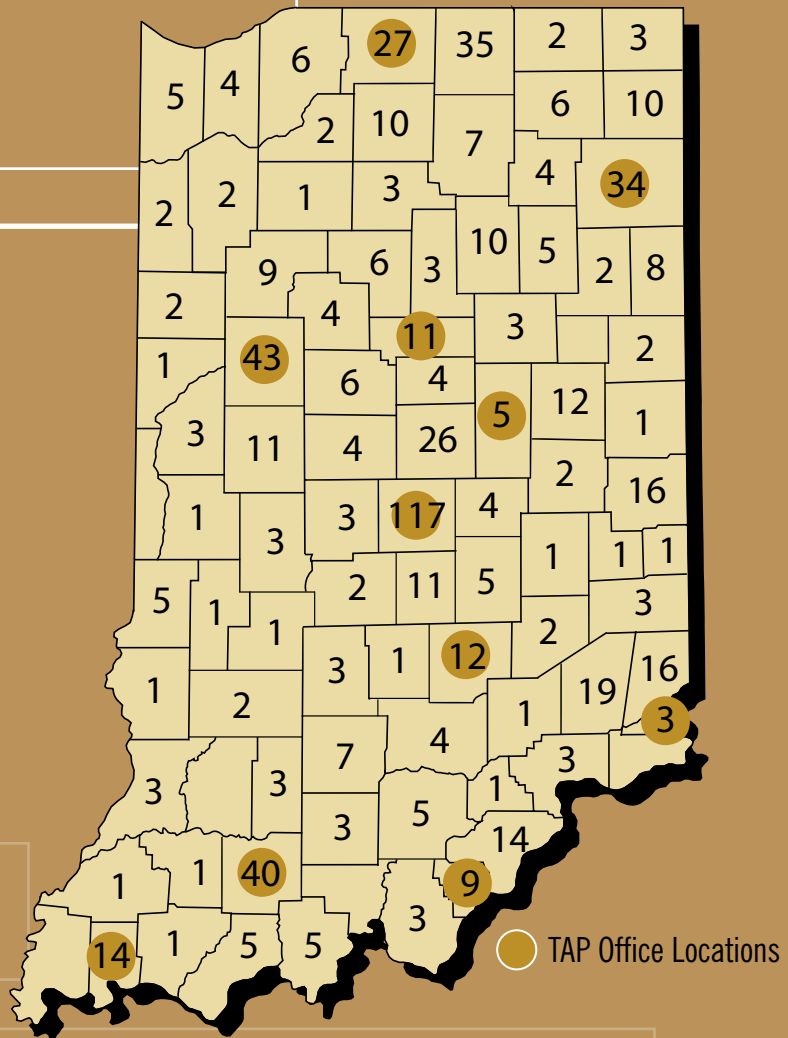
Capital investments \$16 million

■ Employment

Jobs created or retained 688

■ Training

In 2008–2009, TAP trained more than 5,000 employees in multiple areas including manufacturing, public health, healthcare, and pharmacy.



Total: \$8,912,280 from 165 funding sources

2008–2009 Funding

State Partners

Furthering its mission, TAP partners with state entities to make a direct impact on Indiana's economic, workforce, and energy development and healthcare services. State partners include:

- ❑ Indiana Department of Workforce Development
- ❑ Indiana Economic Development Corporation
- ❑ Indiana Office of Energy Development
- ❑ Indiana State Department of Health

"Purdue TAP is a valued partner and contributor to the economic development of Indiana. By leveraging Purdue's world-class faculty and expertise, Purdue TAP is able to provide business solutions that generate significant performance improvements. Their innovative programs strengthen companies and organizations throughout the state."

TOM SKIDMORE
Chief Financial Officer
Indiana Economic Development Corporation



"It is a pleasure to work with Purdue's HealthcareTAP. Thanks to their expertise, we have been able to enhance many of the services provided to Hoosiers by the Indiana State Department of Health. HTAP is creative, knowledgeable, and thorough — we look forward to continued collaboration."

JANET ARCHER
Nurse Consultant
Public Health Emergency Preparedness and Emergency Response
Indiana State Department of Health

Indiana Business

In an effort to deliver comprehensive solutions that help Indiana companies strengthen local and global competitiveness, TAP provides a wide range of implementation and training assistance in the following areas:

- ☐ Continuous improvement and quality systems
- ☐ Energy efficiency and Green enterprise
- ☐ Business growth, marketing, and strategy
- ☐ Environmental health and safety
- ☐ Engineering and design
- ☐ Facility planning and layout
- ☐ Human resources and team building strategies
- ☐ Information technology assessments





THE TAP GREEN ENTERPRISE SOLUTION:

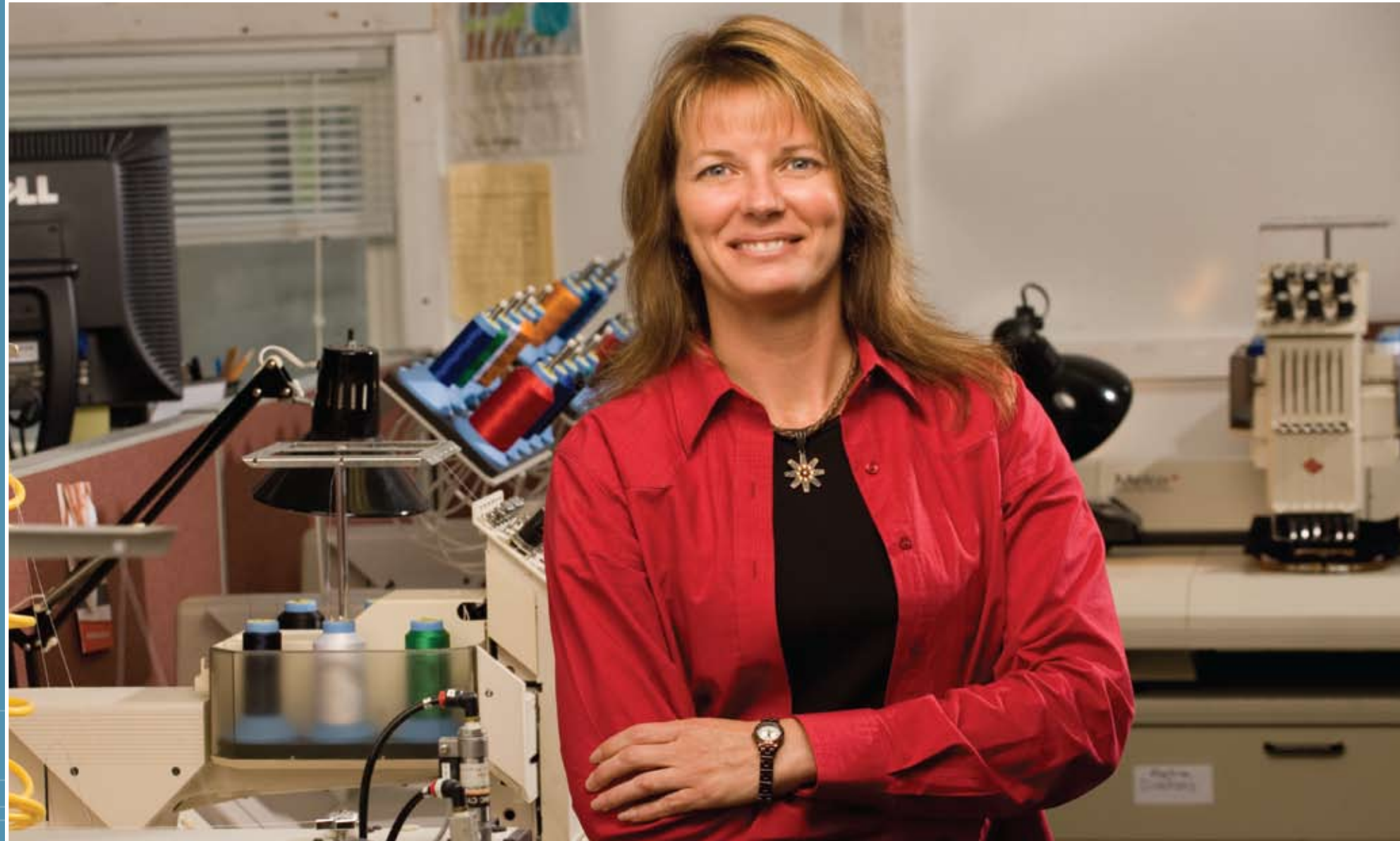
When the Myers Spring Company wanted to increase profits and efficiency by incorporating Green and Lean production principles, the Logansport precision spring manufacturer turned to TAP's Green Enterprise Development services for assistance.

"At Myers Spring, we are always looking for ways to grow our business by expanding our product base and developing new customers. We chose TAP to help us because they have a passion for helping businesses like ours meet their goals. Their experienced staff captured the interest of our employees and rapidly accelerated the learning curve in our organization.

TAP is an important partner and a great resource in our journey of continual improvement. They have been a very important contributing factor in our pursuit of manufacturing excellence through training in the areas of technical assistance, environmental training, business growth, and health and safety.

We have been able to weather this downturn due to our efforts of continual improvement and fully expect to come out the other side stronger. TAP has been a part of this success."

JOHN BROWN
Engineer Coordinator
Myers Spring Company



THE TAP MANUFACTURING EXTENSION PARTNERSHIP SOLUTION:

Wasted steps equaled wasted dollars for Osgood-based NanCo Uniform Manufacturing. With training provided through TAP's MEP center, NanCo has been able to implement lean manufacturing techniques, saving time, energy, and money.

"Thanks to TAP, our company was able to utilize the Indiana Workforce Development's Training Acceleration Grant program to have lean manufacturing training courses for our employees. Had we not received that invaluable training, I believe that our company likely would have fallen victim to the downward-spiraling economy like so many others.

We implemented the Lean processing principles as soon as training began and have already seen the benefits. By completely re-arranging our factory floor layout, we freed up 700 sq. ft. of floor space and **eliminated approximately seven minutes of wasted time** per batch produced. We have now transitioned to a "one-piece flow" production facility, netting a reduction in per piece production time of 30%.

As a result of our Lean training, we continue to make time- and money-saving changes every week due to employee, vendor, and networking contact suggestions."

STACEY STAGGS
Owner/President
NanCo Uniform Mfg.



THE TAP FACULTY ASSISTANCE SOLUTION:

When faced with the need to quickly plan for a new trade show, the Indiana Motorsports Association, headquartered in Indianapolis, contacted Purdue TAP Professor Charlene Sullivan for ideas, information, and support.

"I was working on the business plan for a new show and had never done one before. I asked TAP to review what I created and provide guidance. I had a week to finish the plan and financial forecasts, so it was critical that we move quickly. We got it done and I made the presentation to my investors. Within 30 days, we were starting a new company, Performance Events Promotion LLC, and putting together the inaugural International Motorsports Industry Show.

The estimated economic impact for the city of Indianapolis is \$5 million this first year, benefitting local hotels, restaurants, and shops during what is normally a very slow business time for downtown Indianapolis.

With the help of Purdue TAP, Performance Events Promotion will be able to provide a great trade show for the motorsports industry in the racing capital of the world, Indianapolis. We couldn't have launched the new company without the help of TAP."

TOM WEISENBACH
Executive Director
Indiana Motorsports Association



THE TAP ENERGY EFFICIENCY SERVICES SOLUTION:

With energy costs rising and legislation placing mandatory caps on emissions, Oxford-based Drug Plastics & Glass Co. partnered with TAP's EES team to prioritize energy cost reduction.

"With TAP, we have been able to make many major improvements in our energy cost savings.

We signed up for the WIRED Energy Efficiency program, which started with a complete energy assessment. Then we formed a plant energy team consisting of a cross functional team from several departments to implement changes. We also sent all of our members to the WIRED Energy training provided free of charge by the WIRED program. These training sessions have helped our team tremendously in identifying opportunities at the plant for improvements.

In one year, we were able to cut the energy cost in terms of kW-hr per pound of plastics by more than 10%, **saving more than \$100,000**. We also were able to reduce lighting by 50% by switching all HID lamps to energy efficient T-5 lighting and reduce air compressor usage by 43% through leak reduction, compressor sequencing, sizing, and improved maintenance."

HUNG NGUYEN
Plant Manager
Drug Plastics & Glass Co., Inc.



THE TAP MANUFACTURING EXTENSION PARTNERSHIP SOLUTION:

As a leading provider of manufacturing solutions worldwide, South Bend's General Sheet Metal Works is continually evolving to meet customer requirements by engaging employees in the constant improvement of their processes. General has joined with TAP's MEP center for on-site employee training.

"The TAP training I received took my career in an entirely different direction — **I got a better job and a raise** — and that transition was much easier because of TAP. I have an engineering background and I can use that knowledge in my new role as quality manager to look at quality from an engineering point of view.

Thanks to the TAP training, I've learned to collect and analyze data better by finding solutions for problems that I've seen in trends — not just the immediate problem, but also the root cause. With that knowledge, I can make our company better."

RAHUL CHANANA
Quality Manager
General Sheet Metal Works, Inc.



THE TAP MANUFACTURING EXTENSION PARTNERSHIP SOLUTION:

Since 1934, Thermafiber, Inc., headquartered in Wabash, has served the commercial, industrial, and residential insulation industries as a manufacturer of mineral wool. To continually provide customer-focused solutions and surpass customers' needs, Thermafiber partnered with TAP's MEP center to develop new product initiatives.

"Purdue's Technical Assistance Program has been a great partner to our manufacturing company. The training they provided is designed to teach a systematic methodology for idea generation and new product evaluation. **Through the training, our team identified more than 75 ideas for new products and services.** With the help of Purdue and the Eureka! Winning Ways training program, we focused our efforts on the top two ideas from the training session.

Since the training, TAP representatives have worked with us to further develop the top two product opportunities. Both products are planned to launch later this year. The added benefit of the program is that the other 70+ ideas generated in the training session have created a product development pipeline for our company. Without Purdue TAP, the Eureka! training would not have been possible for Thermafiber."

AUSTIN T. HESS
Business Development Manager
Thermafiber, Inc.



THE TAP HIGH TECH JOB FAIR SOLUTION:

The cornerstone of success for Carmel-based IASTA is a commitment to working with the best personnel. As a software and global services provider of cost-effective Supply Management solutions, IASTA is constantly seeking bright, creative, intelligent, energetic, and passionate individuals for its collaborative environment.

"With all of the development on our flagship enterprise software product being performed in-house, we are always in need of quality developers.

Finding this quality talent via the standard channels and job boards has always been an issue for us. With several Purdue graduates already on staff, however, we were confident that we would be able to find the caliber of candidates that we were looking for coming out of Purdue — and the High Tech Job Fair presents the perfect opportunity for us to meet these candidates.

We are very pleased with our successful results from past job fairs and are looking forward to participating again in the future."

MATTHEW BLOCK
Manager, IT Operations
IASTA

Indiana Healthcare

Purdue's HealthcareTAP and PharmaTAP teams apply principles of engineering, management, and science to provide significant impacts to healthcare providers, the public health system, and employers in the following areas:

- ☐ Safety, quality, and productivity of hospitals, healthcare providers, and hospital and community pharmacies
- ☐ Quality and capability of the public health system and pandemic planning
- ☐ Understanding and reduction of health-related costs for employers





THE PharmaTAP SOLUTION:

As one of the top 50 Indiana healthcare agencies in patient satisfaction, Clarian West, Indianapolis, takes pride in the quality of its care and in the health and happiness of its employees. To further improve its methods, Clarian contacted PharmaTAP.

"We knew that we had a patient flow problem. We had some ideas as to why, but wanted an outside set of eyes to help us identify the specific problems and provide solutions.

TAP walked us through our processes and connected the dots from where we were to where we wanted to be by identifying small changes we could make to get to our ideal state. They were focused on looking at and breaking down our system to find the gaps in our major areas.

One of the best things about working with TAP was that they helped us understand the process improvement methods across our cross-disciplinary departments — that was something new to us and we were pleased with the process."

DAVID GEORGE
Project Officer
Clarian West Medical Center



THE HealthcareTAP SOLUTION:

Named one of the Best Places to Work in Indiana by the Indiana Chamber of Commerce for the fourth consecutive year, Goshen General Hospital is committed to creating an environment that promotes employee empowerment. When faced with problematic processes, Goshen General turned to HealthcareTAP.

“Prior to TAP coming through, we recognized that we had a lot of systems and processes that just didn’t work. They gave us some thinking concepts, particularly on how to do things with fewer steps. This worked well with our colleague-empowered culture — no one knows the job better than the colleague doing it, so if a process change will lower costs, or be more efficient, they can make the change without all the red tape.

With the thinking mechanisms TAP provided, we were able to refine our system into one that is simpler and more stable. We trimmed our close-to-cut times from 60-90 minutes to 42 minutes and our patient-out, patient-in times down to 20 minutes. Efficiency has become a mindset change for us.

TAP expanded our horizons on how to cut down on costs and increase efficiency, thus increasing satisfaction. They got us to think about the whole system on how something works. **We’re more efficient and that’s going to bring our costs down \$1 million.”**

VLADIMIR RADIVOJEVIC
Executive Director of Surgical Services
Goshen General Hospital



THE TAP HEALTHY WORKFORCE SOLUTION:

With employee healthcare costs rising, the Dayton-Phoenix Group, in Montmorenci, wanted to raise awareness of the importance of healthy lifestyles for their employees. With the help of HealthcareTAP, they have been able to do just that.

“Like many other Indiana companies, Dayton-Phoenix Group (formerly Dynamic Corporation) has been concerned about employee health and rising healthcare costs.

We applied for a WIRED/Healthy Workforce grant through Purdue University’s Technical Assistance Program. While the program is still in process, already **we have had a positive response from our employees**. We are currently involved in a walking competition and a class on the “Wise Use of Healthcare” that includes a home reference book, information on when to use what level of service, and listings of discounted prescriptions. The program will conclude with a class on nutrition, how to read labels for healthy content, and how to buy and prepare healthy foods during the poor economy.

There is no doubt that this program has furthered our progress toward an informed and healthy workforce. ”

PHYLLIS COLLINS
Human Resources Manager
Dayton-Phoenix Group

EXPERTISE FOR ANY NEED

TAP offers training and technology implementation on a funded basis. Offerings include:

- » Lean manufacturing and workforce transformation
- » Quality systems and Six Sigma certifications
- » Team building, problem solving, and leadership training
- » Business growth idea creation
- » Customized training for the healthcare and pharmaceutical sectors
- » Energy reduction and training
- » Green workforce training

Our faculty assistance team provides free, confidential consulting on a full range of business and technical issues, including:

- » Advanced manufacturing
- » Business management and strategy
- » Data analysis
- » Environmental health and safety
- » Facility addition and layout
- » Human resources
- » Information technology and security assessments
- » Material selection and part failure analysis
- » Product design and engineering

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

HealthcareTAP AND PharmaTAP SERVICES

HealthcareTAP and PharmaTAP utilize multidisciplinary teams that include nursing, pharmacy practice, industrial and biomedical engineering, and technology to assist healthcare providers, public health providers, and employers with:

- » Safety and productivity
- » Quality and capability of the public health system
- » Pandemic planning
- » Healthcare cost control

TAP PARTNERS

TAP is a partner with many governmental, public, and private organizations including:

- » Centers for Disease Control and Prevention
- » City of Rising Sun
- » Columbus Economic Development Board
- » Dubois County Area Development Corporation
- » Health Care Excel
- » Indiana Council of Community Mental Health Centers, Inc.
- » Indiana Economic Development Corporation
- » Indiana Hospital Association
- » Indiana Office of Energy Development
- » Indiana Pharmacists Alliance
- » Indiana State Department of Health
- » Indiana Workforce Development
- » Indianapolis Coalition for Patient Safety
- » IVY TECH Community College
- » Kauffman Foundation
- » Lilly Endowment
- » NIST Manufacturing Extension Partnership
- » Radius Indiana
- » Rising Sun Regional Foundation
- » South Central Indiana Regional Partnership
- » US Department of Labor
- » US Economic Development Administration
- » Vincennes University

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The mission of the Purdue Technical Assistance Program (TAP) is to advance Indiana’s economic prosperity and quality of life. TAP supports performance improvement in Indiana companies and organizations through various programs and services that utilize faculty, students, and staff in 11 statewide offices.



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