

IPI'S INSIDE INSIGHTS

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IN THIS ISSUE:

01 MANAGER'S MESSAGE
Start things off this fiscal year with a message from IPI Director Bob Fairfax

02 STAFF SPOTLIGHT
Congratulations to Matt Scranton on receiving a very special honor!

03 ICIW LEGISLATIVE TOUR
See photos from the recent legislative visit to Mitchellville this month

04 2026 IPI AWARD WINNERS
Without further ado, here are your 2026 IPI Award winners!

05 LEAN CORNER
Build on your Lean knowledge with Clint Schmidt

06 GLOBAL UPDATES
Keep up with what's going on in the world of Global

07 IPI MARKETING - AUGUST
Stay informed on the upcoming marketing plan for this fiscal year

08 A NEW CSR CAREER HIGH!
See how the IPI Customer Service team achieved new heights this fiscal year!

01 MANAGER'S MESSAGE

Bob Fairfax | IPI Director



Another fiscal year in the books and you have stepped up to the challenge and provided the organization with great results and have met our expectations as we always seem to do each and every year. While the results are being finalized and verified, we will be close to our budgeted estimates, and again sustainable as an organization. This is a testament to what you do on a daily basis, and your commitment to IPI's overall mission and success.

I know the effort and expertise each one of you brings to your operation, and without your determination and dedication we would not be as strong and successful as we continue to be annually. It is your desire to succeed and attention to detail that sets us apart from our competitors and provides excellent service to our partners, and outstanding products to our customers across the State of Iowa.

Too often we as managers take for granted what our staff do daily, and I would like to recognize your effort and applaud your achievements for all of us on the Leadership Team. You are the glue that holds our organization together, and without your commitment to excellence we would not be in the position we are today. Thank you for all you do for IPI, The Department of Corrections, and the Citizens of Iowa. You are truly the best example of Government employees, and Iowa and IPI is lucky to have you in our ranks.

I hope to initiate some new ideas, procedures, alignments, employee recognition and opportunities for IPI in the months to come. First of all, I am planning to develop a mechanism to provide more information to the group on a consistent basis in addition to this newsletter, so that communication is readily available and pertinent information is shared in a timely manner. Watch for some notifications soon, and I plan to do another video chat with the team to share those happenings in the Month of August. Changing for the future will make all of us stronger and connected to our challenges this fiscal year.

Here's wishing that each and every one of you has a wonderful summer, please take the time off when you can to enjoy family and friends, and know that your effort does not go unnoticed by all of us. Actions speak louder than words, so keep up the good work and advocacy for the incarcerated individuals that we work with on a daily basis. We truly do make a difference in their lives.

Have a great August- I hope to see you all soon.

- Bob

02

IPI STAFF SPOTLIGHT



Congratulations to **Matt Scranton** on receiving his Governor's Volunteer Award!

While on a volunteer fishing trip in Minnesota, Matt and his son rescued two young girls from drowning in the water during a flash storm. We'd like to thank Matt not only for his heroism, but for all he does for IPI and the community!

Congratulations, Matt!

IPI Staff Work Anniversaries - August 2026

(Note: Each date marks an individual's State of Iowa start date)

AUG
6

Michele Anderson - 8 Years

AUG
16

Jason James - 2 Years

AUG
20

Karyn Hartwig-Evans - 19 Years

AUG
26

Lucas Timpe - 10 Years

AUG
27

Pete Quackenbush - 19 Years



03 ICIW LEGISLATIVE TOUR

IPI recently hosted a legislative tour at the Iowa Correctional Institution for Women, where 22 state legislators were able to get an up-close look at our Mitchellville shop and learn about our programs.

Following the shop tour, they took a visit to Ventura Foods, one of IPI's private sector partners, to see the benefits and work being done in the partnership in action.

There are currently four additional legislative tours scheduled at other locations, and we're excited to continue sharing the great work being done in our programs!



04 IPI AWARDS WINNERS

IPI Employee of the Year - Tammy Nielsen

Tammy consistently transcends her core responsibilities to advance the mission of both her team and IPI. She distinguishes herself as a proactive leader, frequently volunteering for high-priority tasks well outside her standard scope of work. Most notably, Tammy has been a catalyst for growth within the PIE program. Through her relentless collaboration with the DOC Legislative liaison, she successfully advocated for critical code changes and is still working to secure vital funds back into IPI's pocket, directly strengthening IPI's training initiatives and long-term sustainability.



Manager/Supervisor of the Year - Justin Opfer

Justin exemplifies daily the example of the committed, results-driven manager needed to run his multiple assignments within our organization. He is the first person to step up and do what is best for the organization, regardless of the task. While managing and overseeing Mitchellville operations, the Central Canteen, Fort Dodge and Rockwell City, he never complains about being stretched "too thin" and has the respect and acceptance of his staff at each location. He manages his resources carefully, and is the first to step in to cover for his staff so that they receive the time off greatly deserved when needed. His excellent leadership of all of these diverse locations show that he is truly a leader in IPI's management ranks and a valuable asset daily to IPI's pursuit of our Mission and Vision.





Team of the Year - Rockwell City Team

Rockwell City is designing new grills, park benches, outdoor tables, and more within IPI's expanding outdoor furnishing product line, while also excelling at producing custom products for any application. Over the past year, the team has distinguished themselves as a vital asset to our operation. Beyond their consistent process and Global improvements, they have demonstrated remarkable agility in working with Sales to develop new products and prototypes to meet evolving customer needs. Their culture is defined by a team-first mentality, unfailing professionalism and a proactive willingness to tackle any challenge.

Congratulations to all of this year's IPI Award nominees and recipients!

Your relentless dedication to growing our organization and working towards our goals is crucial to IPI's success, and we thank you for all that you do daily.

The winners of this year's IPI Awards will now be submitted to the statewide DOC Employee Recognition Awards, where they will have the opportunity to be recognized on the Department level.

05

LEAN CORNER

Clint Schmidt | General Operations Manager



What is my opinion of a Lean Leader? What does Continuous Improvement mean in my world? When I work with the shops, I hear these two questions quite often. We can Google all types of definitions, creating an answer that is overly complex, or we can keep it short and sweet. I like to keep things simple — Simpler is easier to remember, easier to track, and much easier to sustain.

Lean Leader - A Lean Leader is a manager who acts as a coach rather than a boss, focusing on continuous improvement, respecting workers, and removing waste. Instead of giving orders from a desk, a Lean Leader works with the team to solve problems and build a helpful work culture.

Continuous Improvement - No matter what you are doing, always do it better next time.

As long as we keep trying, we will be successful.

06

GLOBAL UPDATES

Sara Schnotala | ERP Specialist



Global Webinars for 2026-2027 **Subject to change**

August 18 - Grids & New Screen Tips

September 15 - Old Screens vs. New Screens

October 27 - GSS Screen Customization

November 24 - Non-Direct Jobs

December 22 - Reverse PO Receipts

January 20 - Multi-Job Costing

February 17 - Shipping



March 24 - Inventory

April 20 - Spring Cleaning

May 25 - Daily Balancing Basics

June 16 - What's Next?

Global Changes

We've discussed the transition from Global's legacy screens to the new screens for some time. Global continues to improve several screens to be more user friendly and efficient. They have already discontinued making any updates or fixes to the legacy screens. Any new customizations are based off the new screens that have been created. These changes will begin this year using a phased approach.

WHEN will this happen? - It will be a phased approach throughout the fiscal year. The first screens will be implemented after August 31st, 2026.

WHAT screens are impacted? - The first screens impacted are:

- + Item History > Item History NEW
- + Part by Rev and Loc > Location & Rev Status NEW

HOW does this affect me? The legacy screen will be removed from your Global user access and the NEW screen will be the only way to utilize that function moving forward.

As IPI continuously improves alongside Global's updates, I will communicate as much as possible through the newsletters, word of mouth, and Global messaging. If you need training on any of the new screens, please plan to attend a correlating Global Webinar, email me directly or book a time with me for training.

New! Internal Issue Submission Form

We have launched a new internal issue submission process. This will help us pinpoint areas for improvement and work toward reducing or eliminating repetitive errors across IPI locations. All submissions will be reviewed by the Operations team and shared with managers and supervisors. To submit an issue, please click the link below:

inventory Control/Material Handler

After reviewing our data on internal and external issues, we identified the need for this position in all locations. We will outline the position requirements and expectations. After defining the position requirements and expectations, we will begin training these hired individuals. Our goal is to improve our internal inventory issues so we can improve processes that directly correlate to our Inventory, ie. Cycle Counts, Inventory Adjustments, etc.

E-Learning Videos

We are currently working on replacing our PIMMs learning modules with NEW training videos. Our goal is to create shorter, topic-specific videos to replace the eight PIMMs modules or the PIMMs 1 & 2 training videos. We will issue the new videos to all employees through the DOC E-Learning platform or the offnet platform for non staff employees. We recognize that a “one size fits all” approach won’t work for some IPI locations so we are creating training content for those specific areas that deviate from our “standard” working environment.

07 IPI MARKETING UPDATES

Chris Becker | Marketing Specialist



As we begin the new fiscal year, we also begin a new marketing cycle. When building this year’s marketing strategy, I wanted to make communication with the shops a point of emphasis—poor communication can only lead to frustrations and missed opportunities.

As a part of this effort, the marketing team met with each of the shops this month to discuss potential marketing efforts and new opportunities. It was great to hear so many great ideas across all of the shops, and I’m excited to implement many of them into this year’s marketing plan!

I’m aiming to have the marketing plan finalized in the next week or so, so stay tuned for upcoming marketing efforts coming down the pipeline in next month’s newsletter!

08 A NEW CSR CAREER HIGH!



It's really not fair that only star basketball players get recognized for their career highs! This past fiscal year, the IPI Customer Service team set a new record for amount of customer orders fulfilled, with over 10,000 in FY26 — This is also the first time in our organization's history that this number has broken into five figures!

Though they work primarily behind the scenes, our Customer Service team impacts virtually every order that we receive, and it's because of their hard work that our organization continues to grow.

Congratulations to the team on the milestone, and thanks for everything you do!

THANKS FOR READING!

Please direct any newsletter ideas, employee recognitions, new developments, and Star Shop of the Month requests to chris.becker@iowa.gov