



# Inside

# IPI

## In Memory

The Anamosa IPI team lost a dear friend and co-worker with the passing of Senior State Industries Technician Darin Jarding. Darin, age 48, died as a result of injuries from a tractor accident on May 31, 2017.

Darin touched the lives of many staff, offenders and customers throughout his time at IPI. Always ready to help out wherever needed, you could find Darin performing on-site installations, working in the Anamosa warehouse, or providing coverage in any of the Anamosa productions shops.

Darin liked to tinker on things, repairing old machines, cleaning them up, and leaving it better than when he found it. His greatest joy was his children.

Our thoughts and prayers go out to Darin's family, including his four children.



## "Bored" Reviews

Dan Clark - IPI Director

I am very fortunate in that I get to travel around the state and see firsthand the great Continuous Improvement efforts underway by all of you - it's amazing to see the talent and dedication we have throughout IPI !

One thing I have noticed however, is that some work groups are struggling with their daily huddles and metric boards. We want this process to be something that leads your team toward improvement, not a waste of your valuable time.

Metric Boards employ visual communication so that it's easy for everyone to see how they're doing, and also so we can see when additional help or resources are needed.

It might be useful to review WHAT a Metric Board displays:

**PLAN:** Set challenging goals for the group that support the overall IPI goals;

**DO:** Work on these goals daily;

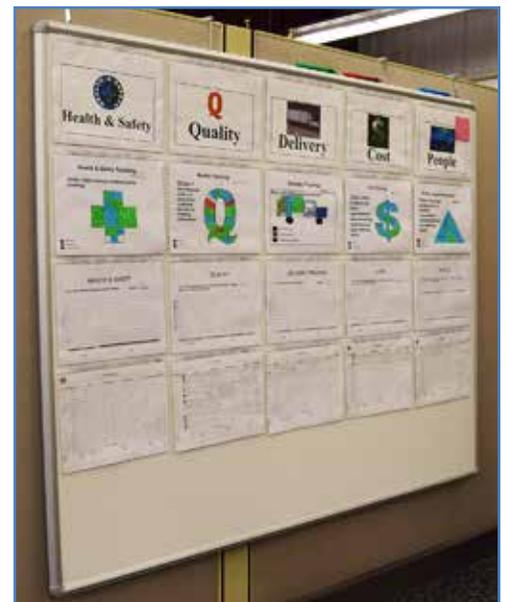
**CHECK:** Chart your team's progress toward achieving

those goals;

**ACT:** Take action when we fall short of the goals;

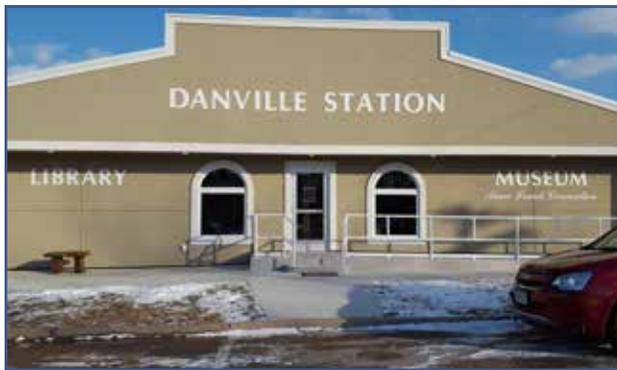
Now, consider WHY we want each work group to employ a Metric Board and Daily Huddle:

**Reason 1:** Help us develop into better problem solvers, both as individuals and as a team;



*continued on page 5*

# Customer Spotlight



## Danville Station Re-Purposing a Historic Landmark

For more than 30 years the Danville Library has been entirely run with private donations and volunteers. Having outgrown their former site, the Danville Station Committee reached an agreement with the owner of Danville Lumber to re-purpose the former business and landmark building into the new library and museum. This opportunity allowed the project to be completed sooner than expected and instantly energized the Des Moines County community.

The extra space of the old lumber yard also provided room for a community room that can be rented for meetings and gatherings. In addition, the former owner had been in the process of converting an upstairs area into a 3-bedroom apartment that will provide monthly income to aid in defraying the costs of running the building.

Located within the museum is the Anne Frank Collection. This rich piece of history goes back to 1939 when Danville Teacher, Miss Birdie Mathews initiated a pen pal exchange for her class. Ten-year-old Juanita Wagner picked a name from the list of pen pals and chose a girl her own age who lived in Amsterdam. The girl's name was Anne Frank.

Anne's sister Margot also corresponded with Juanita's sister, Betty Ann. The Danville Museum is one of only two places in the world to view the correspondence from Anne and her sister.

The Library Board was happy to work with IPI Sales Representative Scott Klinefelter to design a new circulation desk, bookcases and an outdoor drop-box. The Danville Museum also purchased display cases for the rich history of Danville.



# Lean Highlights

## What If?

Over the past 2 years we have introduced a tremendous amount of Continuous Improvement (CI) training and Lean tools and principles in our efforts to achieve our 3 goals (the why) of PIMS.

1. To make jobs safer and more efficient.
2. To teach and develop skills to everyone.
3. And if we do those 2 well, we will become better suppliers for our customers!

One of the tools IPI has implemented is the CI Idea program. Through this simple tool, we have been able to drive some great improvements quickly, easily, and with very little cost!

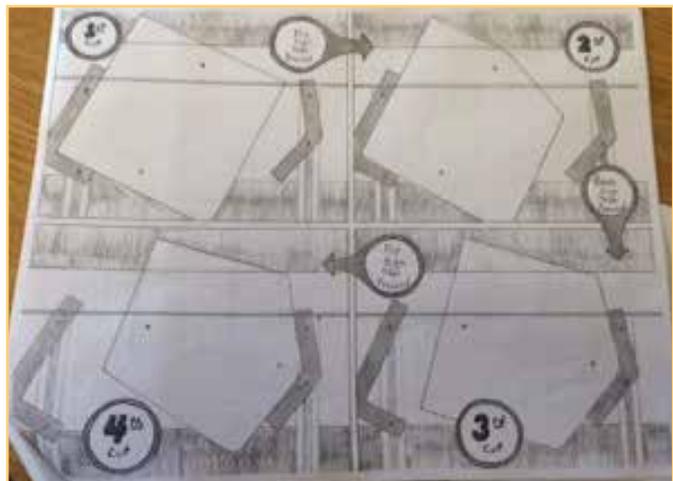
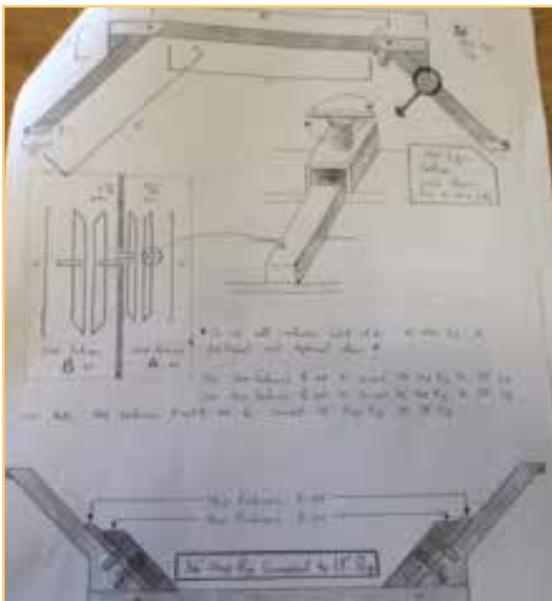
In talking with Dan Clark about some of the CI ideas we have seen, he brought up a very insightful point. Some of our shops have been around for 10, 20, or even 50 years or more. Yet we still get amazing ideas submitted in these shops of better ways to do the same tasks. Most of these ideas are not due to new technology, new raw materials, or a new machine; it is often due to a new pair of eyes seeing how we

do our processes and asking the simple question of, “Why do you do it that way?” or “What if we tried this?”

Just today while walking through the Anamosa sign fabrication shop, a CI Idea was shared that will improve the process of cutting stop signs and county marker signs. It will save time of multiple set-ups, reduce motion, reduce defects, and even could reduce inventory..... Fantastic TIMWOODS waste elimination example! These improvements can be implemented for pennies because someone had an idea, sketched it out (very impressive hand drawn sketches I must add), and had the courage to share his idea and convince the shop to try it!

I’ve seen hundreds of ideas both here with IPI and at my past employer. The feeling I get seeing successful ideas like this example get implemented never gets old! And I believe it builds some pride of solid workmanship within our shops which is critical in building the culture we envision for us as we progress on our lean journey. Keep up the good work! As always, reach out if I can help!

-- Steve Forbes



*These two impressive sketches are a Sign Shop offender's illustration of his Continuous Improvement idea for improving the process of cutting special shaped signs.*

*If your shop has Lean improvements that you would like to share, please submit to Steve Forbes.*

# New Products



## Shooting Station

IPI Rockwell City Operations has created a shooting station for gun ranges. This is a concrete and steel stand with attached seat that will provide a solid rest for practice or qualifying users. IPI worked with the customer to come up with a design tailored to their specific needs.



## In Motion Line

Make way for modernized furniture! IPI's new In Motion Line of lounge seating, produced in Fort Madison, is now available. With three shapes available in several sizes each, the In Motion Line provides casual and playful seating for any collaborative environment. Standard casters allow for great flexibility and mobility whenever necessary.

# Employee Highlights

## Retirements



### Scott Klinefelter

**Scott Klinefelter** retired from IPI on March 30, 2017, after nearly 19 years as a Sales Representative with IPI. Scott served a variety of customers from State agencies to school districts to churches across Iowa. While Scott had no immediate plans for retirement, we expect him to enjoy having more time to watch his favorite sports teams! Good luck Scott.

*The Sales Office hosted an open house for Scott's retirement.*

### Teresa Engelbart

After nearly 35 years with Iowa Prison Industries, **Teresa Engelbart's** last day of employment with IPI was May 31, 2017. During her tenure with IPI, Teresa provided customer service to thousands of our customers. Her vast knowledge of signs as well as all IPI's other products and services will be missed. We wish Teresa the best of luck in whatever direction retirement takes her!



*Teresa Engelbart (left) is pictured with Tami Moore (ASP) on her last day with IPI.*

## "Bored" Reviews continued from page 1

**Reason 2:** Meet the challenges that face our organization;

Really, that's about it: turn us all into an army of problem solvers that go about attacking whatever challenges are facing us!

Talking with Steve Forbes, he came up with a few suggestions on HOW you might make your Metric Board review a more valuable exercise:

**ENGAGE:** If each offender takes a turn leading the Daily Huddle, it will help them grow (and they will definitely pay more attention).

**BE SMART:** Run your goals through the SMART test (is each goal Simple, Measurable, Achievable, Relevant, Time bound?).

**DISCIPLINE:** Make sure that countermeasures are actively being worked on - no pencil whipping!

**SANITY CHECK:** Step back and ask - "are the problems that make us crazy actually on our Metric Board ???"

Thanks for all that you do to help the IPI program and our participants. See you at my next Board Review!

- Dan

# Employee Highlights

## New Employees



**Jason  
Stewart**

Jason Stewart joined the Des Moines Move & Installation team in March; he comes to IPI with six years experience as a Correctional Officer at NCF. Before his time with the DOC, he worked as a tool and die maker, an injection mold

designer and as a production/prototype manager of an injection molding company. His spare time is spent on the baseball and football fields coaching his son and friends. Real Bushcraft camping, hunting, and fishing is what he is looking forward to doing more of now. Jason says the best thing about his new job is being able to see progress at the end of the day.



**Tammy  
Nielsen**

The Des Moines Sales Office welcomes **Tammy Nielsen** as a Sales Representative. She'll be working with cities, libraries, colleges and universities, churches and health care customers.

Tammy has spent the last eight years in the transportation industry, and she is excited to join the IPI team. Tammy is married and has a 16-year-old son. In her spare time, she enjoys watching her son play baseball and football, spending time outdoors and gardening. Tammy is also active in her church and loves hanging out with her family watching movies.



**David  
Welshhons**

IPI would like to welcome **David Welshhons** to the Sales Office in Des Moines. With many years of customer service experience, David will be serving the K-12 and Regents markets and is very proud to be at IPI. David lives in

Ankeny with his wife Amy and his children Kevin (23), Kasey (13) and Matthew (11). He also has a 4-month-old granddaughter Emsley Marie.



**Sara  
Schnotala**

**Sara Schnotala** has joined IPI as a Customer Service Representative in the Des Moines Sales Office. Her background includes Sales, Customer Service and LEAN manufacturing, and she's excited to utilize that experience

here at IPI. Sara recently relocated to the Des Moines area and got married. Her husband, Dave, is a black hawk pilot for the Iowa Army National Guard. In her spare time, she enjoys playing sports and is involved with various volunteer activities.

## Work Anniversaries

### June

- 6 – Pat Fowler (AN), 31 years
- 6 – Laurie Wardlow (Farms), 3 years
- 7 – Seth Essing (FM), 7 years
- 8 – Diane Hughes (AN), 9 years
- 12 – Laurie Cochran (MTP), 17 years
- 20 – Craig Ahlen (FM), 31 years
- 23 – Jared Ash (AN), 14 years
- 25 – Jacob Simmons (Farms), 1 year
- 29 – Mark McGraw (FM), 5 years
- 29 – Steve Forbes (AN), 2 years

### July

- 6 – Tony Ellison (FM), 5 years
- 6 – Jacob Bonert (AN), 2 years
- 8 – Jeff Whitson (AN), 4 years
- 18 – Jeff Bailey (FM), 14 years
- 20 – Bryan Koechle (FM), 27 years
- 23 – Luke Fowler (AN), 7 years
- 25 – Chad Squires (NW), 20 years
- 25 – Wayne Leytem (AN), 12 years
- 26 – Lennie Miller (AN), 21 years
- 27 – Dale Schwickerath (NW), 17 years

### August

- 6 – Dennis Barry (DM), 18 years
- 18 – Julie Schaefer (Farms), 14 years
- 20 – Karyn Hartwig-Evans (DM), 10 years
- 21 – Don Chapman (AN), 17 years
- 27 – Pete Quackenbush (AN), 10 years
- 28 – Kent Ashline (AN), 19 years

# Employee Highlights

## Becky Bessine Receives National Staff Award for NCIA



In recognition of her outstanding accomplishments and 29 years of service, Becky Bessine, Associate Warden for Ft. Madison and Mt. Pleasant, has been named the winner of the 2017 National Staff Award for the National Correctional Industries Association (NCIA).

In receiving the award, Becky was selected ahead of colleagues from all 50 states as well as the federal prison system. The recipient of this prestigious award is recognized as achieving “superior performance and supervisory excellence of a correctional industries staff member who has made a significant and sustained contribution to a correctional industries program.”



Becky began her career as a Temporary Clerk / Typist 2 in Ft. Madison. Today, thanks to her skill, hard work, and dedication, she

leads a team of 14 IPI staff providing work training to 130 offenders at ISP and MPCF. During her career, she has transformed these work programs into one of the nation's largest manufacturers of college dormitory furniture.



Over her 29 years, Becky earned her way into positions with increasing responsibility. She consistently strengthened and improved the work training programs under her, and developed a team of truly dedicated professionals. Her facilities now feature highly trained CAD operators and computer controlled equipment, as well as the latest in safety equipment and environmental controls. Offenders training in her factories work on modern computer driven systems, and are well prepared for re-entry.



Over the past three years, Becky and her team have embarked on a lean manufacturing journey, and helped develop the Prison Industries Manufacturing System (PIMS) for Iowa Prison Industries, a philosophy and set of tools patterned after the Toyota Production System.

In 2014, Becky and her team were awarded the Iowa Partners in Efficiency Award, which recognizes the governmental agency that, “through the use of Lean tools and techniques, significantly and measurably increases productivity and promotes innovation, resulting in the improvement of delivery of public services to the benefit of citizens of Iowa and the private sector”. IPI had received a very large order for a new product line, and Becky’s team utilized lean manufacturing tools such as Value Stream Mapping to achieve a fivefold increase in production output on the new product line.

In 2015, Iowa relocated its maximum security offenders to a brand new prison, one mile away from the Civil War era facility in which Becky and her team had previously worked. Under her leadership, a new Correctional Industries facility was designed and built employing lean manufacturing philosophy. The new facility in Fort Madison is truly a state-of-the-art work training factory.

Becky was nominated by her colleagues, and when informed that she had received the award, she immediately spoke of the many talented and devoted staff and offenders she is blessed to work with at ISP and MPCF. She emphasized that it is because of their dedication and hard work that she is being recognized for the award.