



# Inside IPI



Dan Clark - IPI Director

## Human Error: 1 IPI: 0

In my travels across the state to meet with IPI team leaders and staff, I'm very impressed with the ideas and improvements we're starting to see come forth. As we all know, there is no shortage of opportunities for improvement!

But one area I see a lot of folks struggling with is Human Error. Many of our "red days" are seemingly caused by simple human error – somebody forget to check something, or used the wrong material by accident, or whatever. And since we're human, we can expect human error to continue – right?

Well, if we're willing to live with human error, there are going to be a lot of airplanes crashing. Every day, more than 70,000 flights take place in the United States. So if we have a system that's 99.99% reliable, that means we'll have seven crashes every day, and nearly 2,600 crashes per year!!! About 80% of all airline crashes are caused by human error, so the industry must have developed some tools to deal with it, don't you think?

In the Prison Industries Manufacturing System, here's how we can work to reduce human errors:

1. **Do not ACCEPT bad work:** In your Standard Work, be sure to specify what the operator will check before beginning his or her work. Be sure they have the tools and exact specifications.
2. **Do not DO bad work:** Your Standard Work details the safest and most efficient method to perform a process. Strive to "error proof" the process so that mistakes become impossible or immediately obvious.

3. **Do not PASS ON bad work:** The final step in your Standard Work is to check the job we've just done and make sure it's correct. Again, make sure the operator has the necessary tools and specs.

One notable example of error proofing I observed was in the Anamosa License Plate division – there, Luke Fowler and the other associates have developed a simple yet effective tool to keep plates separated by county. Previously, some counties had received plates meant for other counties, leading to wasteful activity such as return shipments. This is a great way to reduce the likelihood of Human Error!

- Dan



The License Plate Shop utilizes scrap yellow plates to separate plates by county, thereby reducing errors.

# Shop Spotlight



## Housekeeping & Laundry *Utilizes Lean* To Expand Production

This issue of the newsletter we are focusing on the Anamosa Housekeeping Laundry division. Since we last visited them in 2010, it has been very busy.

In July of 2015, IPI's Lean Training Specialist Steve Forbes led a 5S Lean project in the shop. Along with staff from other areas of IPI, we were fortunate to have the help and expertise of lean facilitators from Rockwell Collins. The event was held in preparation for the return of the chemical products lines that had recently been manufactured at our Mitchellville facility. By January of 2016, the Lean changes were finished; this allowed us to provide an almost seamless transition for our customers of the products into Housekeeping & Laundry. With a lot of work and determination, the shop was also able to be in a position to deliver on the influx of fiscal year end orders.

Along with the 5S Lean project, Housekeeping & Laundry was the first Anamosa shop to implement Prison Industries Manufacturing System (PIMS) metrics boards. Since then, the shop has developed several process improvements to excel at customer service.

Tammy Luchtenburg is the Production Coordinator for both the Housekeeping & Laundry division and the Filters division. She brings 23 years of experience with IPI to the position, 18 of which are in this and the filter division. Technician Jared Ash spends part of his time in the shop as well; Jared has been part of the IPI team since 2012. Todd Pearson is the Supervisor of this division. The shop typically has 15-20 offenders and work skills developed range from mixing chemicals, inventory control, packaging and shipping to workplace safety and lean manufacturing.

As we move forward, we are adding updated bottling capacity to meet customers' needs today and for growth in the future.



### Housekeeping & Laundry Staff



Tammy Luchtenburg  
Production Coordinator



Jared Ash  
Technician



Todd Pearson  
Supervisor

Housekeeping & Laundry and Filters share space and staff.

# Customer Spotlight

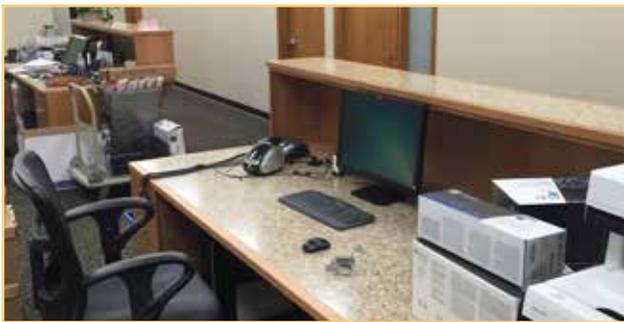


## Remodel at Iowa Workforce Development

IPI is working with Iowa Workforce Development (IWD) at 1000 East Grand in Des Moines on a large remodel of three floors. The project is being completed in three phases and includes work for Panels & Seating, Metal Furniture, and Custom Wood, as well as Fort Madison Furniture. It will also provide a large amount of work for our Moving and Install Division. Sales Representative Dennis has been working with IWD staff Mark Petersen, Eddie Sauls, Diana DeHeer, and Rob Fulton as well as the Directors staff on this project, and all have been fabulous to work with.

this phase. All the product has been received for the phase 1 project, and the moving and installation team is putting the final touches on this project.

Phase two and three are currently in the planning stage. Time frames have not been established yet, but IPI expects these phases to consist of more modular and conference room furniture.



Phase one is almost complete and consisted of new modular cubicles for the east and west wings and the front reception area as well as some reupholstered panels. This work was all done in Mitchellville Panels & Seating and installed by Move & Install. Also included in phase one were three new conference rooms furnished with new barnwood tables and barnwood credenzas from Fort Madison as well as conference seating from Mitchellville. New custom wood desks and cabinetry from Custom Wood in Anamosa rounded out

# New Products

## New Sit-To-Stand Options:



### "L" Electric Tables

More cost-effective than our previous sit-to-stand electric tables, the L Electric Tables hold up to 200 lbs and have a height range of 26" to 52". Pricing starts at just \$825!



### QuickStand Lite™

A less expensive desk-top unit that works great on any fixed-height work surface. Pricing starts at just \$479!



### QuickStand™

Expanded line now includes all three sizes as a freestanding unit (no clamps or grommets required) for more flexibility. Pricing starts at just \$599!

## New Locker Style:

To meet the specifications Anamosa Metal Furniture is seeing on locker bids, the shop worked to develop a new, lighter weight locker. The locker body is produced with 24-gauge sheet steel (compared to 18 or 20 gauge previously utilized); the doors are produced with 16-gauge sheet steel. The lighter steel has been a challenge to weld with current equipment, but the shop has worked hard to ensure quality. The new style locker can also be customized with a school logo, similar to our other models. The heavier model lockers will still be available for customers.



## New Banner "Barricade":

Anamosa's Metal Furniture and Sign shops worked together on this custom banner barricade (42" h x 96" w) for the Ankeny Community School District. The sales team and the shops will be working together to offer this to schools and other customers as well.



# Employee Highlights

## New Employees



**Keith Paulson**

Keith Paulson was hired as an IPI Technician in Custom Wood Shop and started on June 3, 2016. Keith is excited to start on his new career and will also be working toward a certification in Braille transcribing.

## Retirements



**Wayne Schilling**

Congratulations to Wayne Schilling on his retirement from IPI warehouse after 25 years. Wayne noted that he was proud of the work here at Anamosa and grateful for the opportunities provided. He looks forward to the next chapter in his life. Best wishes to you Wayne!

## IPI Anamosa Employees Donate to Food Bank

The Jones County Food Bank received a generous donation in early August from employees of IPI Anamosa, Anamosa State Penitentiary and Kirkwood Community College.

IPI staff Steve Forbes and Diane Hughes were part of the group that presented the food bank with a \$2,794.75 check and five boxes of food collected. The money donated to the food bank was raised by holding silent auctions, raffles, donations and organizing food events. An article on the donation is available at <http://www.journal-eureka.com>.

Great job IPI, ASP and Kirkwood staff for volunteering to assist with this project.



PHOTO COURTESY OF JOURNAL-EUREKA

From left to right: Steve Forbes (IPI), Diane Hughes (IPI), Sherri Hatfield (Jones Co Food Bank), Tami Moore (ASP), Mike Heinricy (ASP) & John Mullan (ASP)

## Work Anniversaries

### September

- 1 – Al Stecher (ANA), 16 years
- 3 – Al Reiter (ANA), 23 years
- 5 – Steve Anderson (MP), 8 years
- 12 – David Schmitt (ANA), 36 years

### October

- 2 – Clint Schmidt (DM), 21 years
- 3 – Jerry Manning (DM), 20 years
- 11 – Todd Givens (MV), 14 years
- 14 – Jim Pinegar (MV), 13 years
- 16 – Todd Pearson (ANA), 1 years
- 23 – Deanna Cross (NWTN), 29 years
- 30 – Scott Klinefelter (DM), 18 years
- 30 – Aaron Lofthus (FM), 18 years

### November

- 6 – Sandy Bunce (ANA), 40 years
- 8 – Pam Kray (ANA), 27 years
- 21 – Gary Schilling (ANA), 13 years
- 27 – Bob Fairfax (DM), 18 years