

# INSIDE IPI

## Five Things You Won't Hear Me Say Anymore



Dan Clark - IPI Director

This whole PIMS thing is requiring me to rewire my brain. The Prison Industries Manufacturing System is different in a lot of ways from traditional practices. So I've been keeping track of things I used to say that no longer fit The Way We Work:

**“If it ain't broke, don't fix it”**

There is nothing in this world that can't be improved. Other than my wife and mother-in-law.

**“Close enough for government work”**

Nope. See above.

**“Don't go looking for trouble”**

Good advice outside the work environment maybe, but at IPI we want to identify problems and solve them, especially safety issues.

**“S#!% happens”**

Actually, no, it doesn't. Problems occur for a reason, otherwise known as their “root cause”.

**“Check your brains at the door”**

Please don't. We need all associates to be fully engaged in making continuous improvements to everything we do.

If you hear me utter one of these, be sure to call me out on it and I'll kick something into the kitty!

*- Dan*

## CUSTOMER SPOTLIGHT

### New Addition at Clear Creek Amana Middle School Opens With IPI Furniture Throughout

A variety of IPI furniture was installed at Clear Creek Amana Middle School's new addition over the district's winter break.

The cafeteria utilized mobile booths and assorted folding cafeteria tables, some with the school district's logo on them. Classrooms were furnished with custom student desks with melamine tops and metal teacher's desks, both from Anamosa Metal Furniture. The new library features custom IPI bookshelves. By installing all the furniture when classes were not in session, IPI

was able to utilize an offender crew from Anamosa, supervised by Darin Jarding.

Most importantly, the school's Principal Brad Fox was extremely pleased with the overall results of the project. We hope our success with this project, along with the new elementary we provided furnishings for last summer within the district, continues to open more opportunities for IPI in this rapidly growing district.



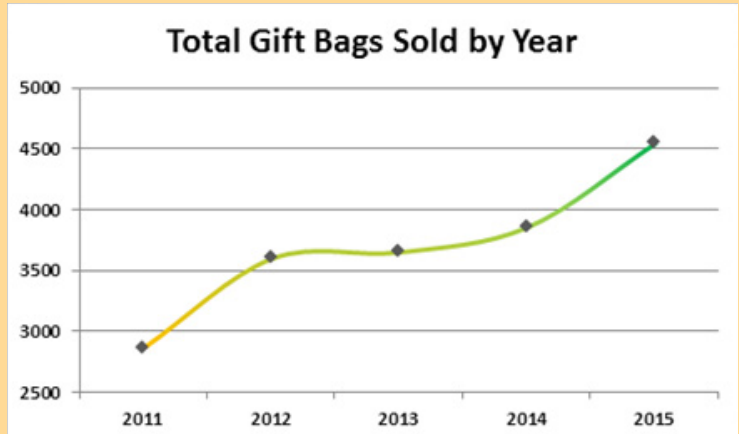
See more pictures on page 5!

## CENTRAL CANTEN: SALES CONTINUE TO SOAR

Last year, IPI Central Canteen set a new sales record with a growth of 4.3% over the previous year. This year, we are on target for record sales again. Despite a slightly lower inmate population, the first 8 months of FY 2016 averaged an overall sales growth of 6% as compared to FY 2015. Some sales months grew more than 10%.



Monthly sales specials and a better method of communicating customer requests are two factors that have contributed to our overall increase in sales. Monthly sales specials, advertised in our monthly IPI Central Canteen Newsletter, have increased FY 2016 sales on advertised items by an average of 53%. Strategically, the monthly sales item is typically an item contained in the monthly published recipe. The reverse side of the newsletter provides a survey form and a comments section that our customers use to communicate with us. Our customers make product recommendations, and we attempt to add those products to better meet customer needs.



IPI Central Canteen has offered holiday gift bags to our customers since 2004. We have set record sales of holiday gift bags for the last 5 consecutive years with 2015 sales being the highest ever recorded. This year, we installed a new gift bag database at the Business Office and implemented many improved procedures for handling gift bag sales, packaging and delivery. These more effective processes have improved customer service and provided a better overall sales experience.



## BUSINESS OFFICE HOLDS OFFICE 5S EVENT

On February 29, 2016, a few volunteers in the Business Office participated in an office 5S event to improve our office supply storage space and reduce waste. 5S is an organizational tool used to eliminate waste and provide a place for everything and a system to keep everything in its place!

The 5 s's are:

- **Sort** – get rid of the things you don't need
- **Set in order** – Find the best place to put the things you do need
- **Shine** – clean the area
- **Standardize** – develop standard labeling, best practices, color coding etc.
- **Sustain** – develop a way to sustain the work done!

Everything is labeled and much easier to find, and space was freed up for better uses.

Some of the benefits we are enjoying now because of our 5S event are:

- Staff learned about 5S and the benefits of implementing it
- More space was made available for the things we

need to stock

- Items are labeled and quick to identify saving time
- Obsolete items were removed
- Red tagged items were shared with others that could utilize them
- Saving money

Our next steps going forward are to:

- Disposition any remaining items we removed from the SORT.
- Document min max levels on the items we store
- Develop a schedule of ordering items that reach their minimum level trigger point
- Develop an office 5S audit and schedule
- Discuss possibly expanding the scope of the 5S efforts from just the office supplies area to include other common areas such as meeting rooms and break areas.

Thanks to Ann Noska, Sandy Bunce, Tara Dietiker, Pam Kray and Steve Forbes for taking the time for this event. Also the input from others unable to join for the event was helpful. It's a huge improvement and the supply closet looks great!

**Before 5S**



**After 5S**





# NEW PRODUCTS

**CHECK OUT THESE NEW PRODUCTS!**

**Savvy School Desks \$65 - \$75**



**Flip-Top “H” Tables: \$408 - \$496**



**Tablet Table for Kids: \$300**



**Cream Cleanser Quart:  
\$5.20/Quart**



**RTU Disinfectant Cleaner  
Quart: \$4.75/Quart**



**Quickline Fresh Odor  
Neutralizer: \$4.30/Quart**



# EMPLOYEE HIGHLIGHTS

## WORK ANNIVERSARIES

### March

- 3 – Mike Kuper (AN), 19 years
- 24 – Ann Baughman (DM), 13 years
- 26 – Ann Noska (AN), 23 years

### April

- 15 – Dan Clark (DM), 5 years
- 17 – Laura Mendez (FM), 18 years
- 20 – Tara Dietiker (AN), 1 year

### May

- 1 – Mark Hollenback (AN), 18 years
- 5 – Andrew Gogerty (DM), 2 years
- 5 – John Lynch (Farms), 8 years
- 10 – Wayne Schilling (AN), 25 years
- 13 – Ruthie Mosser (AN), 11 years
- 20 – Tammy Luchtenburg (AN), 28 years
- 21 – Jamey Klostermann (AN), 17 years
- 24 – Robert Carlson (Farms), 31 years



**Grace Kurt** retired from IPI on December 31, 2015 after 24.5 years of service. After retirement, Grace planned to spend time traveling to visit family and to just relax and enjoy herself. Grace's accounting expertise will be missed, but we hope she enjoys retirement!

## CUSTOMER SPOTLIGHT PHOTOS

