**UNIVERSITY OF TENNESSEE CENTER FOR INDUSTRIAL SERVICES (UT CIS)**

UT CIS helps companies and communities succeed, grow and create high quality jobs by providing consulting, training and connecting services across the state. Whether you want to improve productivity on the plant floor, comply with safety or environmental regulations, navigate the federal procurement process, introduce a new product, or improve your economic development potential, CIS has the expertise to help you succeed.

In addition to having a skilled and experienced staff who can help you define and solve your most pressing problems, CIS can connect you with the knowledge and expertise of Tennessee universities, federal laboratory scientists, state government partners, the NIST Manufacturing Extension Partnership, the US Economic Development Association, the Southeastern OSHA Training Education Institute or Procurement Technical Assistance Center, and other industry professionals. CIS has staff of professional employees located in 6 offices across the state of Tennessee. Tennessee business and industry are assisted daily by CIS engineering and professional staff in improving their economic competitiveness on a national and global level.

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**ECONOMIC IMPACT**

*MEP Center impacts are based on clients surveyed in FY2017*

- **$274.9 Million** Total Increased/Retained Sales
- **1,273** Total Increased/Retained Jobs
- **$22.2 Million** New Client Investments
- **$30 Million** Cost Savings

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The MEP National Network™ is a unique public-private partnership that delivers comprehensive, proven solutions to U.S. manufacturers, fueling growth and advancing U.S. manufacturing.
LEADERSHIP AND SUPERVISION TRAINING IMPROVES CULTURE, BOOSTS PRODUCTIVITY

ABOUT KMT REFRIGERATION, INC. Webilt manufactures freezers and walk-in coolers. Based in Parsons, Tennessee, the company has approximately three hundred employees and has gone through numerous name changes. Previously, Webilt was known as MTRefrigeration and Manitowoc-Kolpak.

THE CHALLENGE. Webilt was due for a Leadership/Supervisor training. Some supervisory staff members had yet to receive training since joining the company, and the University of Tennessee: Center for Industrial Services (UTCIS), part of the MEP National Network™, provided assistance in getting them up to speed.

MEP CENTER’S ROLE. Twelve Webilt supervisory staff members participated in the Leadership/Supervisor training led by UTCIS. Using the recently developed UTCIS Leadership and Supervision Program as the curriculum, the training focused on helping supervisors better understand their own and each other’s management styles to build better relationships with employees. The participants learned techniques for fostering collaboration, de-escalating conflict, and improving productivity. They demonstrated a high level of engagement throughout the training and formed stronger bonds with each other during the process.

“One of the attendees, Clint Young, reports to me,” said Tony Philips, manager of the company’s manufacturing engineering department. “Clint was very enthusiastic about the training and often shared leadership tips he’d learned in the training with my team in our staff meetings. He gained confidence from the training and improved his project leadership skills.” With improved employee relationships, Webilt expects to reduce turnover and the associated recruiting and on-boarding costs. The company would like to see a 25 percent improvement in productivity, and the supervisory staff is making great progress toward that goal.

“The UT leadership training was excellent! Our group learned about their personality type and how it relates to other personality types. They improved their conflict management skill sets. They have a better understanding of how to de-escalate conflict and improve teamwork. They built stronger relationships with each other and they will benefit from those relationships moving forward.”

-Tony Philips, Manager of Manufacturing Engineering

RESULTS

- Improved productivity by 15%
- Provided Leadership/Supervisor training for 12 employees
- Expect reduced turnover and lower on-boarding training costs