

THE UNIVERSITY of TENNESSEE 
KNOXVILLE
COLLEGE of BUSINESS ADMINISTRATION

FOR IMMEDIATE RELEASE

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**Secretary Donley Completes Process Improvement
Training at UT**

KNOXVILLE, TN – Secretary of the Air Force Michael Donley participated in process improvement leadership training at the University of Tennessee today, along with more than 20 senior leaders from across the Air Force.

Secretary Donley visited to refine his own skills and to see some of the training the university is providing. The Air Force is working to improve key processes to strengthen combat readiness while simultaneously saving scarce tax dollars.

The Air Force Smart Operations for the 21st Century (AFSO21) program stresses continuous process improvement to enhance Air Force performance in all mission areas. The Center for Executive Education in UT's College of Business Administration is partnering with the Air Force to ensure Airmen of all ranks can apply proven, process improvement methodologies. The AFSO21 program helps the Air Force deal with the growing challenges of an aging fleet, increasing costs, and expanding enemy capabilities.

“The AFSO21 program is a critical and enduring journey of innovation,” said the Secretary.

Secretary Donley participated in the two-day course in Knoxville to refresh his own knowledge and to see the training received by other service leaders. Air Force general officers, civil service leaders, and Command Chief Master Sergeants typically participate, including such leaders from the Air National Guard and Air Force reserve.

The training included a half-day of instruction in process improvement methodologies followed by a plant visit to see the industrial application of the methods taught in the class. The program concluded with a day of discussions on how Air Force leaders can apply the lessons learned to mission areas across the service.

“The University of Tennessee training supports AFSO21 by helping Airmen identify performance gaps and find innovative and effective ways to accomplish the mission. It helps us bring everyone together to solve problems, exploit opportunities and maximize efficiencies. Tennessee’s training and research efforts are helping us strengthen war-winning capabilities and improve our quality service,” the Secretary said.

Secretary Donley’s trip also included a short visit with officers and cadets from the University of Tennessee’s Air Force ROTC Detachment 800. The Secretary spoke to more than 40 cadets about the changing strategic environment and how the Air Force is adapting to meet the resulting challenges. The Secretary also highlighted the need for strong leadership from junior officers and the importance of taking care of Airmen, especially as the service engages in operations around the globe.

The University of Tennessee has been providing research, training, and education in support of Air Force process improvement since the Air Force awarded the university a five-year, \$25M contract in 2006. The Center for Executive Education in UT’s College of Business Administration has trained more than 3,000 Air Force leaders since the partnership began. The research and training efforts have helped the Air Force improve

key processes in virtually every mission area – from pharmacy operations to flightline maintenance and operational training.

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About The University of Tennessee Center for Executive Education

The Center for Executive Education at the University of Tennessee (UT) specializes in the development and delivery of education, training, and research programs for the aerospace and defense industry. The portfolio includes instruction and research in operations excellence, supply chain management and performance-based logistics. The Center offers an Aerospace & Defense MBA program custom-designed for professionals in the aerospace and defense industry. The Center also is home to the National Defense Business Institute, an organization providing research and consulting to help improve defense acquisition processes.

About The University of Tennessee College of Business Administration

The mission of the University of Tennessee College of Business Administration in Knoxville, Tennessee, is to provide innovative leadership in management research education and practice. The College consistently breaks new ground with both its scholarship and award-winning, integrated curriculum that is taught within its nationally recognized undergraduate, graduate and executive education programs. The College is fully accredited by *AACSB International - The Association to Advance Collegiate Schools of Business*. For more information about the University of Tennessee College of Business Administration, visit <http://bus.utk.edu>.