

The University of Tennessee
College of Business Administration
Center for Executive Education
603 Haslam Business Building
Knoxville, TN 37996-4160
Phone: (865) 974-5001
Fax: (865) 974-4989
www.execed.utk.edu

Special Item Number: 874 4 Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration

Consolidated Schedule Pricelist
January 7, 2013
Contract Number: GS-02F-0009V
Effective Dates: September 30, 2008 – September 29, 2013
Large, Non-Profit

General Services Administration
Authorized Federal Supply Service
For more information on ordering from Federal Supply Schedules,
click on the FSS Schedules button at <http://www.fss.gsa.gov> .



Background

For over 40 years, the University of Tennessee's Center for Executive Education (CEE), housed in UT's [College of Business Administration](#), has been delivering unrivaled expertise, solutions, and applied thought leadership in the area of total operations excellence to hundreds of organizations and industries worldwide. CEE has a national reputation for innovative and integrated curricula. Its award-winning portfolio of degree and non-degree programs, notably in the supply chain, logistics, and lean enterprise fields, has been internationally ranked by [Financial Times](#), [Business Week](#), [Wall Street Journal](#), [Modern Physician](#), [Modern Healthcare](#), [Public Accounting Report](#), [Journal of Business Logistics](#), [Supply Chain Management Review](#), and [U.S. News & World Report](#).

Each faculty member in the center has a Ph.D. or advanced degree in his or her discipline, plus extensive, applied, organizational experiences across diverse industries. Since the center measures results in terms of return on investment, programs are structured so that participants earn immediate, positive returns from investing in the programs. CEE is also the institutional education leader for ongoing transformation efforts in the areas of lean and process improvement with extensive government experience.

Description of Services

SIN 874 4: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration

(Please note: The Center for Executive Education does not currently offer web training opportunities for any of its programs nor does it provide test administration services.)

The University of Tennessee's Center for Executive Education offers education in five main areas: aerospace and defense, healthcare business solutions, leadership development, operations excellence, and supply chain management. All courses are designed to provide an immediate improvement to business practices and the knowledge to become self-sufficient in continuous improvement.

The courses are offered as commercialized programs to the general public, but they may be customized to meet specific needs of a particular organization. Customized programs use the same set of models and techniques as found in the public programs; however, the examples and case studies are customized to the client's situation. These courses may also be delivered as cohort classes either at the University of Tennessee or at a location of the client's choosing (please contact us for more details).

A brief description of the individual courses is listed below:

Group 1: *Aerospace & Defense*: a set of programs specifically designed for DoD personnel to provide participants with the capability to transfer tools and theory into actual implementation and achieve sustainable results within their organization

***8 Step Problem Solving Workshop*:** a two-day program that focuses on applying an 8 step problem-solving methodology to Continuous Process Improvement efforts in organizations.

***Continuous Process Improvement Deployment Strategies Workshop*:** This two-day course teaches leaders the critical strategies needed to deploy continuous process improvement (CPI) initiatives throughout the organization. It provides the tools to change the organization's culture so that it embraces CPI as a growth strategy.

***Executive Lean Leadership Course*:** a one-day program provides leaders with project management, process improvement, lean initiatives and strategic decision-making responsibilities proven problem-solving methodologies necessary to tackle an organization's biggest challenges.

***Integration and Sustainment*:** This two-day workshop provides leaders with a proven methodology to sustain and maximize improvement initiatives and to integrate them across the organization.

***Lean Applied to Acquisition Business Processes*:** This four-day program teaches participants to apply lean best practices to improve the acquisition life-cycle management process—identifying opportunities for efficiency, eliminating waste, and managing constraints. You'll examine case studies taken directly from the aerospace and defense industry that will link theory and practice for you in a concrete way.

***Performance Metrics and Visual Management Workshop*:** This two-day course benefits practitioners at all levels by providing a set of proven techniques and tools that enable attendee to make a sustainable difference in their work processes.

***Quality at the Source*:** This two-day course provides leaders with a set of proven techniques and tools to reduce errors and defects, improve performance, assess risks and potential failure modes, and investigate cause-and-effect relationships through the application of the quality tools and methods within the A3 problem-solving framework.

***Senior Lean Leader Course*:** a two-day program for leaders with oversight of lean and process improvement activities that provides an overview of several lean and process improvement techniques including strategic alignment and deployment, lean tools, and 8 step problem-solving methodology.

Six Sigma: Statistical Tools for Critical Thinking: This three-day course provides leaders, manager, and process owners with the tools and methodologies to collect, identify, and analyze relevant data to solve problems faster, Participants learn how to objectively collect data and identify root cause, develop sustainable monitoring programs, and attain lasting results.

Group 2: Healthcare Business Solutions: a set of programs that introduce the principles of lean into various healthcare situations to help the medical community reduce cost while improving patient experiences.

Lean for Healthcare: a one-week program focused on improving the quality of patient care while eliminating waste. Both the patient and the organization realize extensive benefits as a result of this training. Good clinical processes result in good patient care.

Lean for the Operating Room: This four-day course, updated for 2012 with an expanded format and revised three-phase simulation, combines the latest thinking on lean enterprise with a comprehensive understanding of the OR and its needs. The result is a powerful and proven mix that enables members of cross-functional teams (physicians, nursing staff, technicians and in-bound units) to improve their OR processes immediately upon completion of the training.

Group 3: Leadership and Management Development Programs: a group of programs designed to teach your managers and executives the know-how to spot and seize opportunities for your company. A rich blend of academic research and real-world business leadership provides the kind of education that generates a measurable return.

Communication Strategies for Technical Professionals: a three-day that teaches technical professional how to effectively promote their ideas and themselves within the organization by enhancing their communication skills.

Women, Power and Leadership: This four-day course is designed specifically for professional women who want to increase their leadership presence. You'll learn practical skills for communicating information effectively, negotiating agreements, and balancing your home and work life.

Finance for Non-Financial Managers: a four-day program that demonstrates how financial concepts directly impact their business units and the overall organization.

Leadership Success for Manufacturing Site Leaders: a three-week program that accelerates the development process for leaders to become effective and successful manufacturing site leaders.

Leadership Tools for Manufacturing Management: This one-week program offers practical solutions to the unique leadership challenges faced by managers in the manufacturing sector. We developed the curriculum around research

conducted with manufacturing site leaders to identify the knowledge and qualities necessary for managers to compete in the constantly changing global environment.

Leading the Three Pro's: PROjects, PROgrams and PROfessionals: This three-day course is designed to help you improve and capitalize on your unique leadership skills. You'll learn how to develop relationships, motivate and empower your team members, and implement change successfully.

Managing in a Technical Environment: a one-week program designed to enhance the management skills of organizational members making the transition from pure technical responsibilities to assuming supervisory/managerial responsibilities.

Strategic Planning for Organizational Success: This two-day course provides you with a proven road map to achieve and sustain competitive viability. An effective strategic planning process involves four critical elements: assessing your current situation, developing a strategy map based on that assessment, effectively communicating the strategy throughout the organization, and making sure it remains viable through ongoing governance.

Strategies for Effective Leadership: a one-week program that provides leaders facing today's compelling challenges with practical, applied strategies for identifying the most effective leadership elements and mapping out the right paths for success.

Group 4: Operations Excellence: operating efficiently and effectively is at the core of our lean, process improvement and Theory of Constraints Institute programs.

Lean Enterprise: Over the course of the last century, lean principles have revolutionized the way the world does business. The University of Tennessee's distinguished faculty have researched, developed, and implemented lean principles with some of the most successful companies in the world.

Lean Applied to Business Processes: a one-week program that stresses eliminating wasteful procedures, streamlining processes and improving bottom line performance. Program focuses on eliminating administrative, service and transactional processes that do not add value.

Lean Enterprise Systems Design Institute: a one-week program focused on the entire product delivery system and is an excellent course for those organizations starting their lean enterprise journey or those that need a jump start in their lean process.

Lean Maintenance, Repair, and Overhaul: a one-week program that addresses the elimination of waste, improving quality, and creating a flow, and enhancing responsiveness to customer needs in the maintenance, repair, and overhaul environment.

Process Improvement/Six Sigma: Process knowledge is what leads to smart business decisions—but if you want to reap the benefits of statistical tools, it’s crucial that you collect the right data. In our experience, many “expert” theories based on individual experience, benchmarking, and expert opinion don’t hold up through changes in time and condition. Instead, you have to be willing to develop new tools to discover new information and investigate theories on cause-and-effect relationships.

Data Acquisition Strategies: Six Sigma and Beyond: a two-week program that equips individuals with the skills to effectively acquire, interpret and act on information from a process or product.

Theory of Constraints Institute: The Theory of Constraints (TOC) was conceived in the early 1980s as a tool to manage operations. Since then, the TOC body of knowledge has grown significantly and has been applied successfully to project management, replenishment and distribution, finance, and marketing. A certification in the Theory of Constraints is also available.

TOC for Operations, Finance and Measures: This four-day program on TOC for Operations, Finance, and Measures will give you an in-depth understanding of how to apply the Drum-Buffer-Rope method to manage your production operations, increasing throughput while dramatically reducing flow times.

TOC for Project Management and for the TOC Thinking Process: This program on TOC for Project Management and the TOC Thinking Process will give you an in-depth understanding of how to deliver projects successfully and on time. The TOC Thinking Process helps facilitate a process of ongoing improvement that identifies root causes of problems and their resolution through a cause-and-effect methodology.

TOC for Solution for Distribution & Replenishment and the TOC Philosophy: This program will give you an in-depth understanding of how to manage the distribution and replenishment process effectively while holding minimal inventories. You’ll learn the Five-Step Focusing Process of TOC and how it helps maintain your organizational focus on the correct approach—creating an improved system that can respond quickly and efficiently to lucrative special orders

The TOC Project Management Expert Course: This program introduces a new of managing projects large and small. It will teach you to understand the impact of variability and interdependency among projects and to recognize the inherent conflicts of managing budget, schedule and full technical performance.

Group 5: Global Supply Chain Management: For more than 50 years, University of Tennessee faculty have played a major role in the supply chain arena, conducting innovative research, publishing leading-edge findings, writing industry-standard textbooks, and creating the manual to which companies successful in supply chain management adhere. We offer comprehensive supply-chain management/logistics programming across the entire educational spectrum, as well as customized solutions to fit your specific needs. A certification in Supply Chain Management is available by taking the two required courses and three optional courses.

Strategy and Relationships: Although outsourcing gives many businesses a competitive advantage, it also creates supply chain relationships that can be quite complex. Your organization must balance reducing cost and improving service with your service provider's need to maximize profits.

PBL: A Proven Product Support Strategy: This four-day course—the only course available from a university covering performance-based logistics (PBL) for contractors—focuses on understanding, establishing, and executing a performance-based life cycle product support strategy.

Demand Management in the Supply Chain: This course presents a framework for how the demand side of a value chain (i.e., sales, marketing, and downstream channel partners) should interface with the supply side of the enterprise (i.e., operations, logistics, purchasing, and upstream supply partners). You'll gain a detailed understanding of the notion of customer value and strategic marketing. We'll also focus on demand planning and sales forecasting, mechanisms through which an enterprise's demand and supply managers collaborate to create efficient and effective operational plans. (Required course for Certification in Supply Chain Management)

Global Supply Chain Executive Development Program: Through this one week course, you'll learn to create value throughout your company's supply chain and integrate logistics activities and strategies with other core areas of corporate competency. (Required course for Certification in Supply Chain Management)

Global Supply Chain Foundations: This course will help you develop a framework for building a competitive advantage through your supply chain. We'll outline the scope and role of supply chain management and then dive into the major areas and processes that encompasses. (Optional course for Certification in Supply Chain Management)

Designing the Lean Supply Chain: This two and one-half day course teaches you how to deliver excellent customer value with minimal inventories. On a strategic level, you'll learn how to identify key leverage points for superior execution of demand fulfillment activities; we'll also teach you tactics for planning and positioning inventories at key locations in the supply chain as well

as distributing and replenishing those inventories. (Optional course for Certification in Supply Chain Management)

Supply Chain Relationships and Leadership: This two and one-half day course focuses on the human side of supply chain management, addressing both the internal and external relationships that allow a supply chain to function, and also the need to locate and develop talent and leadership within the organization in order for supply chain goals to be achieved. (Optional course for Certification in Supply Chain Management)

Supply Chain Performance and Financial Principles: This two and one-half day course will show you how to use business analytics and metrics to drive performance in the supply chain. We'll cover key financial principles and best practices and explain how to deal with factors that impede performance. (Optional course for Certification in Supply Chain Management)

Sourcing: Customer-supplier relationships are evolving fast. New models for those relationships, such as performance-based, relationship-based, alliance, and vested outsourcing models, are quickly changing from trendy buzzwords to highly regarded business strategies. Relationship-based agreements require highly collaborative win-win contracting techniques rather than conventional win-lose negotiation techniques.

Collaborative Contracting: This two-day advanced-skills course covers developing, drafting, and aligning interests in a collaborative contracting environment. You'll learn to work with various stakeholders who may have opposing points of view, establish deal guardrails, and draft balanced agreements.

Sourcing Strategy Development Workshop: This two-day class will provide you with new and industry-leading tools—along with an easy-to-follow roadmap—to guide development of a category management strategy and sourcing model selection with a proven approach that reduces strategy development cycle time.

Strategic Sourcing: This two-day course teaches to have a disciplined approach to procurement and managing categories of spend. Even the organizational design of the procurement organization has become part of the overall corporate strategy to address global markets and economic shifts. The best models provide clear competitive differentiation in the marketplace.

Vested Outsourcing: The three day program will fundamentally change your approach to procuring outsource services such as third-party logistics, supply chain management service, IT support, and facilities management.

Summary

The Center for Executive Education offers a suite of programs designed to improve an organization's operational effectiveness and efficiency by educating individuals in the latest methods and thought. Programs taught at the University of

Tennessee in Knoxville can be customized programs to meet your unique needs and be delivered at a place of your choosing

Customer Information and Ordering Instructions

1. **Special Item Number awarded:** SIN 874 4: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration
2. **Maximum order:** \$1,000,000.00
3. **Minimum order:** \$300.00
4. **Geographic Coverage (delivery area):** Domestic and international.
5. **Point of Production:** Knoxville, TN
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See attached pricelist.
7. **Quantity Discounts:** See attached pricelist.
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold:** Yes
- 9b. **Notification that Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Contact contractor.
10. **Foreign items:** None
- 11a. **Time of Delivery:** Specified on the Task Order
- 11b. **Expedited Delivery:** NA
- 11c. **Overnight and 2-day Delivery:** NA
- 11d. **Urgent Requirements:** Contact contractor
12. **F.O.B. Points:** Destination
- 13a. **Ordering Address:** Same as contractor's address.
- 13b. **Ordering Procedures:** For services offered, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedule)
14. **Payment Address:** Same as contractors addresses

15. Warranty provision: Contractor's standard commercial warranty.

15a. Cancellation Policy – Public course offering from CEE's schedule of programs:

Cancellations must be received in writing (letter, fax or e-mail). There is no penalty for cancellations received in writing more than 30 days prior to the first day of the program. Cancellations received within 30 days of a program start date are subject to a 25% cancellation fee. The charge will be invoiced immediately upon cancellation and is due upon receipt. If the participant has paid for a program that he/she cancels within 30 days of the start date, the Center will refund 75% of the fee immediately upon cancellation.

No-Shows: Individuals who have registered and have not cancelled prior to the start date are liable for the full cost of the program

15b. Cancellation Policy – On-site course deliveries: Up until 30 calendar days prior to the scheduled start date, government clients can cancel or reschedule an On-Site Course. After that point, a 25% (of agreed fee) cancellation/rescheduling fee will be charged to the client.

15c. Revisions to Cancellation Policies 15a & b above: CEE reserves the right to amend or modify the above cancellation policies and GSA advises that any such revisions shall be deemed "An Open Market Cancellation Policy". Once the policy is deemed an Open Market Cancellation Policy it must be negotiated with the customer and the contractor.

16. Export Packing Charges (if applicable): None.

17. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A

18. Terms and conditions for any other services: N/A

19. List if service and distribution points: N/A

20. List of participating dealers: N/A

21. Preventive maintenance: N/A

22. Special attributes: N/A

23. Section 508 compliance information: N/A

24. Data Universal Numbering System (DUNS) number: 003387891

25. Notification regarding registration in Central Contractor Registration (CCR) database: Currently registered

Consolidated Schedule Price List

Course / Program Title	Commercial Price	Min. Students	Max. Enrollment	GSA Price
<i>Aerospace & Defense Programs</i>				
8 Step Problem Solving	\$2,950.00	20	40	\$2,265.00
Continuous Process Improvement Deployment Strategies	\$2,950.00	20	40	\$2,265.00
Executive Lean Leadership Course	\$1,950.00	20	40	\$1,535.00
Integration and Sustainment Workshop	\$2,950.00	20	40	\$2,265.00
Lean Applied to Acquisition Business Processes	\$3,800.00	20	40	\$2,750.00
Performance Metrics and Visual Management Workshop	\$2,950.00	20	40	\$2,265.00
Senior Lean Leader Course	\$2,950.00	20	40	\$2,265.00
Six Sigma for Problem Solving	\$3,800.00	20	40	\$2,870.00
<i>Healthcare Business Solutions</i>				
Lean for Healthcare	\$4,500.00	20	40	\$3,230.00
Lean for the Operating Room	\$3,800.00	20	40	\$2,785.00
<i>Leadership and Management Development Programs</i>				
Communication Strategies for Technical Professionals	\$2,500.00	20	40	\$2,125.00
Finance for Non-Financial Managers	\$2,500.00	20	40	\$2,050.00
Leadership Success for Manufacturing Site Leaders	\$14,500.00	20	40	\$10,540.00
Leadership Tools for Manufacturing Management	\$4,500.00	20	40	\$3,230.00
Leading the Three PROs: PROjects, PROgrams &	\$2,500.00	20	40	\$2,065.00
Managing in a Technical Environment	\$3,600.00	20	40	\$3,060.00
Strategic Planning for Organizational Success	\$1,750.00	20	40	\$1,460.00
Strategies for Effective Leadership	\$4,000.00	20	40	\$3,275.00
Women, Power and Leadership	\$3,500.00	20	40	\$2,875.00
<i>Operations Excellence</i>				
Lean Applied to Business Processes	\$4,500.00	20	40	\$3,230.00
Lean Enterprise Systems Design Institute	\$4,500.00	20	40	\$3,230.00
Lean Maintenance, Repair and Overhaul	\$4,500.00	20	40	\$3,230.00
Data Acquisition Strategies: Six Sigma and Beyond	\$7,500.00	20	40	\$5,185.00
TOC for Operations, Finance and Measures	\$3,800.00	20	40	\$2,785.00
TOC for Project Management and the TOC Thinking	\$3,800.00	20	40	\$2,785.00
TOC Solutions for Distribution & Replenishment and the TOC Philosophy	\$3,800.00	20	40	\$2,785.00
The TOC Project Management Expert Course	\$3,800.00	20	40	\$2,785.00
<i>Global Supply Chain Management</i>				
Demand Management in the Supply Chain	\$3,150.00	20	40	\$2,380.00
Designing the Lean Supply Chain	\$3,150.00	20	40	\$2,380.00
Global Supply Chain Executive Development Program	\$5,900.00	20	40	\$4,480.00
Global Supply Chain Foundations	\$3,150.00	20	40	\$2,450.00
PBL: A Proven Product Support Strategy	\$5,100.00	20	40	\$3,855.00
Supply Chain Relationships and Leadership	\$3,150.00	20	40	\$2,450.00
Supply Chain Performance and Financial Principles	\$3,150.00	20	40	\$2,450.00
Collaborative Contracting	\$2,500.00	20	40	\$1,955.00
Strategic Sourcing	\$2,500.00	20	40	\$1,955.00
Sourcing Strategy Development Workshop	\$3,850.00	20	40	\$2,945.00
Vested Outsourcing	\$3,850.00	20	40	\$2,915.00

a. The GSA Price is calculated by subtracting the per diem rates for lodging and meals (if included in commercial price) from the commercial price and reducing that amount by a discount of 15%.			
b. All prices are inclusive of the 0.75% Industrial Funding Fee.			
c. Travel and per diem will be negotiated with the customer agency at the task order level outside of the GSA contract.			
d. Cohort or custom programs delivered specifically for government agencies may receive additional one-time discounts since marketing and other overhead expenses are reduced.			