



# NEWS RELEASE

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## FORMER AIR FORCE MAJOR NAMED TQM DIRECTOR

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Gerald A. (Jerry) Benware, an Air Force major who retired in June after 20 years active duty, has joined the staff at the University of Southern Indiana as manager of the Center for Total Quality Management in Extended Services.

Benware has had seven years experience in total quality management, having become involved with TQM theory and styles while in federal acquisition in the Air Force. Using the TQM philosophy originated by W. Edwards Deming contributed to his organization receiving the 1992 Quality Improvement Prototype Award from the Federal Quality Institute, recognizing effort to create and sustain a continuous improvement environment.

Benware is knowledgeable in problem solving, statistical process control, team building, nominal group techniques, leadership training, and employee empowerment. In addition to the work done in the Air Force, he worked with private manufacturers who held military contracts, assisting companies to increase production yield, obtain early full-rate production, trim a negotiation cycle, and increase inventory turns.

Benware was a KC-135 navigator, logging 3,000 flying hours in postings across the continental U.S. and Alaska, and in the Philippines and Thailand. He became involved in Department of Defense acquisitions as the manufacturing and quality manager for tactical fighter engines at the Propulsion Systems Program Office, Wright-Patterson AFB, Ohio. Prior to his retirement, he was director of a contract administration management office for the Defense Logistics Agency in Deer Park, New York, administering more than 4,000 contracts valued in excess of \$4.8 billion.

A native of Malone, New York, Benware received a B.S. in economics from Siena College at Albany, M.B.A. from Rensselaer Polytechnic Institute at Troy, and a post-M.B.A. Certificate in Total Quality Management from Dowling College at Oak Dale, New York. He and his wife, Mary-Ellen, have two sons, Jeff, 17, and Michael, 9.

Benware says he looks forward to meeting area business leaders and learning about their organizations. He invites business or industrial officials who are considering continuous improvement projects to discuss them with him by calling 812/464-1816 or 800/467-8600.

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