

REPORT - PHAM VAN NGU

Washington, D. C. January 12, 1959

Dear Miss Cunningham:

I enjoyed my trip to TVA. Everything worked out well; the weather was fine, and the visit to TVA Offices was fruitful.

Thank you for taking into consideration suggestions on my next field trip. Everything concerned with O&M, in the Government or private business, and NOMA would be interesting. And later on, after Philadelphia, I would like, to go to New York again, and have a second contact with NOMA in New York in order to get more information from them about, among other things, the office layout charting, the last National Business show; and would like to meet Mr. Allen Y. Davis of the Pfizer & Co., Inc., 630 Flushing Ave., Brooklyn 6, N. Y. (Met him during my last field trip, and as I mentioned in my last report, he is an interesting idea man).

Mr. Brassor will also organize in February some "reading and discussion groups", some "specialists groups coaching" among about 18 participants; but only one ICA participant and I are learning O&M, so I don't believe that we will be able to form an interesting O&M group, but I do feel that the field trip you will arrange for me will be more interesting and useful.

Please find enclosed (1) my report on my visit to TVA offices; (2) two copies of my term paper. You will notice that my term paper is the result of careful and time-consuming studies. I did do lots of readings. Among the books and publications I mentioned of M.S.U., the O&M book by Dr. Rosenfeld, Public Administration Specialist MSU Group; the publications of "Molson Beer" in Canada and of the U. S. Navy Department.

I could not write to you until now because I had to wait for Mr. Brassor's outline organization in February; and he has just outlined his program this morning.

Sincerely yours,

Pham Van Ngu.

REPORT - PHAM VAN NGU.....

REPORT ON THE VISIT TO T.V.A. OFFICES FROM DECEMBER 29th, 1958 to JANUARY 2nd, 1959.

Mr. Hung and I left Washington D. C. for Knoxville on the 27th of December, 1958.

MONDAY - December 29th, 1958 - at 9:30 A.M. we met Mr. Shafer. He introduced us to Mr. Harrell J. Mathes, Information Staff in T.V.A. who was in charge of arranging our program.

We were invited to see the projection of 2 films about: "The Story of TVA" presenting a factual account of the operations of the TVA in the fields of flood control, navigation, fertilizer-munitions research, agriculture, forestry and electric power.

- and the work and accomplishments, and development of the Tennessee Valley.
- Then we had a talk with Mr. John REBORI who gave us a general information about the Tennessee Valley, the TVA Act in 1933, the Missions of TVA etc....
- In the afternoon, we visited the Norris Dam, a "storage" dam.

TUESDAY - December 30th, 1958 : We met Mr. F. GLASS of the Division of Per and asked him as much information as we could about the TVA practice in Recruitment, Examinations, training, Orientation of the employees, etc....

In the afternoon, we visited a farm in the Loudoun County with the other visitors, in order to have an idea about the "Test-demonstration program", the "fertilizer use program". Each farm is, in a sense, "an experimental station" for the community.

Of course, Agriculture is not our field, but this visit helped us to evaluate the improvements made by TVA, to understand the most significant contribution to the Agriculture of the Tennessee Valley.

WEDNESDAY - December 31st, 1958: Mr. Hung ~~met~~ Mr. James R. OGDEN, Assistant Secretary and Assistant Treasurer, Board of Directors of TVA Retirement System.

As I did not have any special program arranged, I accompanied Mr. Hung, and I got as much fruitful information about the "Pension Trust Fund System" of TVA as I could.

In the Afternoon: Visit of Loudoun Dam on the Tennessee River.

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The Division of Property and Supply which is in charge of O&M, Office procedure and work simplification, etc., is located in Chattanooga, so I had to go to Chattanooga on January 1st, 1959. Mr. Hung also went to Chattanooga with me. We spent a whole day, on JANUARY 2nd, with this Division.

At 9:00 A.M.: We met Mr. R. J. PARTAIN, Administrative Officer, Division of Property and Supply of T.V.A.

This Division has 3 Branches: Office Service Branch, Land Branch, Transportation Branch.

I am not interested in the "Land Branch" operations, so I spent all my time in the 1st and the 3rd Branches.

Mr. Hung and I were introduced to Mr. Herbert F. GOUGH, Assistant to the Chief, Office Service Branch, T.V.A.

Mr. Gough explained the basic functions and operations performed by the Division of Property and Supply and pointed out the advantages of (1) the standardization in the provision of office services, (2) the "rating system" used in T.V.A.

The, Mr. Carl ANGLE told us about his office methods; I asked him how he applied simplification techniques in the various offices of T.V.A. (Basically, the techniques used in T.V.A. are the same as the techniques originated by the Bureau of the Budget. ) I discussed with him about the issuance of written instructions, office forms, paper, work management, etc.,

NEXT, We met Mr. F. Gregory who is in charge of Records management in T.V.A., file operation, scheduling and disposal of records. T.V.A. uses the methods prescribed by the National Archives in Washington, D. C.)

Among other subjects, I got an interesting "Secretarial Handbook" of T.V.A.

Then, we took a quick look at the "Reproduction Unit." Mr. Reid Brown, showed us all his printing equipment. I noticed the "Speedflex Press" made by "Orville Dutro and Son" in San Francisco. This machine prints forms and adds the "one time carbon" to the forms. (TVA uses about 5,000 kinds of forms).

After lunch, we met Mr. George H. Grish, Chief of the Transportation Branch. He is really a nice man, He spent all the afternoon with us, explaining in details and answering to our many questions concerned with the provision of transportation service, the dispatching, control and maintenance of TVA cars and airplanes. I was very interested in the various operations and methods of control used in his branch and he gave me very willingly a voluminous "Transportation Branch Manual." I will study this manual and I will try to make good use of it, helping the V.N. Government Transportation Branches to bring about better utilization, maintenance and control of Government cars.

#### CONCLUSION.

Besides the general and useful knowledge of TVA waterway control system and the unified development of the Tennessee Valley, I learned from the TVA officers some new ideas: (1) their renting system, a very businesslike method in supply and transportation; (2) the very democratic way of dealing with the employees: cooperation and agreement with "The Tennessee Valley Trades and Labor Council" (blue color workers and with "the Salary Policy Panel" (White color workers) (3) learned a lot from Mr. Irish, Chief of the Transportation Branch.

In short, our trip to Tennessee and our visit to TVA offices are very interesting and of course worthwhile.

PHAM Van NGU