

Report from Chattanooga

April 1st 4 - 1959 -

Mr. R. M. Jones, Chief of Office Service, being absent, we (1 Indonesian and 3 Thai-Lao) were received by Mr. Herbert Gough Administrative Officer for Office Service.

Mr. Gough began by a briefing which described the general organization of his Division, the Division of Supply and Material for the whole T.V.A. He emphasized upon the line and staff system of organization, the written procedures and the delegation of authority within his division.

We were very interested in the system of in-service training or formal training of his personnel which tends to:

- inform all employees about T.V.A. programs, organizations, policies and other major work methods

- improve the quality of employees' work in their present job and increase their versatility so that they can do a greater variety of work assignments

- develop the abilities of employees to be qualified for more responsible work; for transfer, their abilities may be used as fully as possible

Besides the initiative coming in

Work suggestion system was mainly discussed with great interest.

Mr. Gough pointed out that for the past year, more than 50% out of 1200 suggestions for work improvement were put in practice. He mentioned that in spite of the fact that there is nothing but Moral Satisfaction as incentive, all employees contribute enthusiastically to this program.

After this briefing I had direct contact with some of the officers in charge of filing, mailing, Computing and printing - to wit:

Mr. Gregory, 26 years of service, showed me the entire system of classification of all documents; books, correspondence, micro-film, blueprints etc. -

Mr. Brown, Chief of the Print-shop gave me full details about the different operations of each technique of printing.

At last, Mr. Mac Intosh, an engineer who is in charge of work simplification techniques in the field of I.B.M.

did not hesitate to spend his entire afternoon to initiate me in this new, complex and fantastic system of mechanization of work.

All operations: computing, processing of data, retention, are achieved with the fantastic speed of a millionth second.

Despite the fact that these machines are very expensive - it costs about 1 to 2 million dollars apiece - these investments are largely compensated by the save of time, energie & money -

Conclusion

This first trip is very interesting and instructive.

The reception is very cordial, and especially with Mr. Gough, I had the impression to deal with a friend of old acquaintance.

Chattanooga April 4 - 1959

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P.S. All flights to Harrisburg will be filled up until next Monday - so I cannot reach my next destination before this date. I have informed Mr. Middleton of this delay.