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State Chamber/AIA Hosts Business 101 Sessions for Arkansas Legislators

Prior to the 90th General Assembly on January 6-7 and also again on November 17, the State Chamber/AIA hosted Business 101 at the AT&T Building in Little Rock. Business 101 provided all 135 legislators an opportunity to hear from and interact with seasoned experts on many of the issues they encountered when the Session began and prior to the start of the 2016 Fiscal Session. Topics covered included: taxes, workers’ compensation, unemployment insurance, highways, the state budget, energy, education, workforce development, licensing and more.
State Reps. Robin Lundstrom and Rick Beck speak with economist Kathy Deck at Business 101

Arkansas Highway and Transportation Department Director Scott Bennett

Arkansas Department of Workforce Services Unemployment Insurance Division Director Ron Calkins

Arkansas Oil & Gas Commission Director Lawrence Bengal

Arkansas Department of Education Commissioner Johnny Key

Randy Zook welcomes legislators
State Chamber/AIA Legislative Reception Spills Out from Under the “Big Top”

Thanks to unseasonably warm weather that had many participants basking in sunshine and arriving in shirt sleeves, the State Chamber/AIA Annual Legislative Reception was held January 20 under and outside the “Big Top,” a lighted tent erected on the back State Chamber/AIA parking lot.

The event drew several hundred attendees including state legislators, constitutional officers, state officials, State Chamber/AIA member representatives, State Chamber/AIA officers and board members, Leadership Arkansas alumni and others. The Annual Legislative Reception provided a great opportunity for members of the state’s business community to network and interact one-on-one with state legislators and other elected officials.
State Reps. Matthew Shepherd and Marcus Richmond

State Rep. Scott Baltz and his wife, Janie

Stephen Bell and Tiffany McNeal of the Arkadelphia Regional EDA

Holly Wilson and Justin Cissell of BancorpSouth

Patty Cardin of Great Lakes Solutions and Tiffany Olson and Jennifer Wood of the El Dorado Chamber of Commerce
Weekly Lobbyist Luncheons Draw Prominent Elected State Officials

90th General Assembly Legislative Recap

The 2015 Legislative Session convened on January 12 and adjourned Sine Die on April 22. During the 90th General Assembly, the House filed 1,007 bills and the Senate filed 1,055. The State Chamber/AIA tracked 535 bills and resolutions.

Despite some significant changes in state leadership following the 2014 November General Election, the 90th General Assembly was essentially harmonious and stayed on track thanks to the strong leadership provided by Gov. Asa Hutchinson, Senate Pro Tem Jonathan Dismang and Speaker of the House Jeremy Gillam.

The 2015 Regular Session was also one of the best-ever legislative sessions in terms of business and industry in our state. We were able to introduce and pass several of our priority initiatives that will reduce our members’ operating costs and make our business climate more competitive. Our efforts were recognized when the Southern Political Report subsequently ranked the State Chamber/AIA as the top lobbying association in Arkansas.

Taxpayer Fairness

SB 490 by Sen. Bill Sample and Rep. Ken Bragg is now Act 896. This Act will not only strengthen the standing of taxpayers in Arkansas but will dramatically increase Arkansas’s ranking in the Council on State Taxation (COST) Business Friendly state rankings. Improving this standing was the primary goal of this legislation. The Act will stop pay to play, extend the tax rebate period from six months to one year, create transparency in guidance and rulings, reduce the taxpayer’s burden of proof from “clear and convincing” to a “preponderance of evidence” and will push the state corporate income tax filing deadline back one month effective in tax year 2017.

Unemployment Insurance Issues

HB 1489 by Rep. Lane Jean, Sen. Jim Hendren and Sen. Bart Hester is now Act 412. This Act reduces the expenses of the Arkansas Unemployment Insurance Trust Fund $46-$56 million per year by changing the calculation of the weekly UI benefit amount from the highest quarter of earnings to the average of the last four quarters of earnings. It also reduces the weeks of coverage from 25 to 20. The Unemployment Insurance Trust Fund is funded entirely by employers. This Act implements the most significant reduction in the Fund’s expenditures in decades.

Workforce Development Issues

SB 368 by Sen. Jane English and Rep. Charlotte Douglas is now Act 892. This Act creates the Office of Skills Development, provides funding for the initiative and restructures the board that oversees the office for a more statewide emphasis. The Office of Skills Development will administer and award grants to public and private organizations for the development and implementation of workforce training programs for new and incumbent workers. It also replaces the State Board of Career Education with the Career Education and Workforce Development Board. Members are appointed by the Governor to three-year terms and each voting member will represent specific industry sectors. Non-voting members will represent Education, Higher Education, Career Education and Economic Development. The
Board’s duties will be to create and monitor a comprehensive, statewide career and workforce education program focused on educational and career opportunities.

SB 371 by Sens. Jane English and Bobby Pierce is now Act 994. It expands the opportunity for higher education institutions to provide concurrent and technical courses to students in grades 8-12.

**Sales Tax Reduction for Manufacturers’ Repair and Replacement Parts**

SB 332 by Sen. Jake Files and Rep. Joe Jett is now Act 1107. This Act expands the number of companies that can take advantage of a reduction in the sales taxes on their repair and replacement of machinery and equipment used directly in manufacturing that was adopted in the 2013 session. This will be accomplished by the creation of a Limited Direct Pay Sales Tax Permit for manufacturers qualifying for the reduced rate. Many employers did not want to use the existing Direct Pay Sales Tax Permit because of the increased exposure to audits and the low volume of sales tax payments.

**Capital Gains Income Tax Exemption**

HB 1402 by Rep. Matthew Shepherd and Sen. Jake Files is now Act 1173. This Act restores the 2013 capital gains tax reductions that were eliminated early in the 2015 session.

**Civil Justice Reform - Transparency in Private Attorney Contracts (Tipac)**

SB 204 by Senator Jane English and Rep. Karilyn Brown is now Act 851. This Act ensures contingency fee contracts in the office of the Attorney General will be awarded openly and that citizens receive the maximum practicable amount of any settlement or award. TIPAC also promotes competitive bidding and transparent contracting by requiring the Attorney General to request proposals from private attorneys to represent the state on a contingency fee basis, ensures that government attorneys retain control of litigation, and that consumers, victims and taxpayers receive their fair share of any recovery.

**Lawsuit Lending**

SB 882 by Sen. Jason Rapert is now Act 915. This Act prohibits consumer lawsuit lending or purchasing of a contingent right to a share of a settlement. It would also make violations of this Act a deceptive and unconscionable trade practice and subject to its penalties.

**National Issues**

During 2015, the State Chamber/AIA engaged in the following national issues with our Congressional Delegation and appropriate federal and state governmental representatives in multiple ways including face-to-face contacts, letters with other organizations, joining in amicus briefs and enlisting our membership in grass roots contacts:

- National Labor Relations Board (NLRB)
- Ambush elections
- Employee access to email systems
- Joint employers
- Environmental Protection Agency (EPA)
- Carbon dioxide emissions rules
- Existing sources
- New sources
- Waters of the U.S.
- Ozone Rule
- Department of Labor (DOL)
- Overtime rule
- Keystone XL Pipeline
- Tax Policy/Reform
- Trade Policy
- Trade Promotion Authority
- Trade Agreements
- Transportation Funding – Highway Bill
- Export-Import Bank
- Energy Policy
- Education Reform
- Entitlement Reform
- Trade Customs Bill
- Opposing Occupational Coding on Quarterly Wage Reports
“How to Win an Election” Seminar Held in Little Rock

“How To Win An Election,” a two-day seminar sponsored by Arkansas Farm Bureau and the Arkansas State Chamber of Commerce/Associated Industries of Arkansas, was held October 21-22 in the Bob Lamb Conference Room of the State Chamber/AIA building in Little Rock.

This seminar teaches participants how to evaluate the candidate and the electorate, build a campaign structure, raise money, enlist allies, create coalitions and get last-minute election-day voter attention.

The seminar was developed by American Farm Bureau, an organization noted for its understanding of the political process, with the help of professional political consultants and staff members of the Democratic and Republican parties.

The seminar included video recording, a case study and a computer-simulated campaign.

State Chamber/AIA Hosts Congressional Delegation Members

The State Chamber/AIA hosted members of the Arkansas Congressional Delegation for informal meetings with our members to discuss federal issues. Presentations were made by U.S. Rep. Steve Womack during a coffee on April 7 and U.S. Sen. John Boozman with soft drinks on August 27.

Presentations by members of the Arkansas Congressional Delegation drew large crowds
State Chamber/AIA Hosts ChamberTalks Transportation Event

The State Chamber/AIA hosted ChamberTalks Transportation, covering federal transportation legislation and the FasterBetterSafer Campaign, on June 25 at the Little Rock Club. The event featured Janet Kavinoky, executive director in the U.S. Chamber of Commerce’s Congressional and Public Affairs Division and vice president of Americans for Transportation Mobility (ATM) Coalition, a nationwide effort by business, labor, transportation organizations and concerned citizens to advocate for improved and increased federal investment in the nation’s aging and overburdened transportation system.

ChamberTalks Transportation drew a diverse crowd including various state legislators, representatives from the Arkansas Highway and Transportation Departments and representatives from assorted construction, infrastructure, highway and road non-profits.

Janet Kavinoky of the U.S. Chamber speaks with Kurt Green of the I-49 Coalition following her presentation.

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State Chamber/AIA Hosts Fundraisers for Various Political Candidates


Gov. Asa Hutchinson greets supporters at his fundraiser

State Sen. Jane English and David Dunn at her fundraiser
Fifteen Door to Door Meetings Held Throughout the State During 2015

The 2015 State Chamber/AIA Door to Door program began on September 1 in Conway and ended December 4 in Fort Smith. In all, the State Chamber/AIA participated in 15 Door to Door meetings this fall throughout the state in partnership with local chambers of commerce. In total, the 2015 Door to Door meetings drew approximately 750 participants.

The State Chamber/AIA Door to Door program personally introduced business and community leaders to federal and state issues and our legislative results from the 90th Arkansas General Assembly.

Additional Door to Door meetings were held in West Memphis, Pine Bluff, Russellville, North Little Rock, Hot Springs, Searcy, Springdale, El Dorado, Jonesboro, Batesville, Texarkana, Rogers and Blytheville.

We would like to express our thanks to statewide sponsor Arkansas Learns, the local sponsors for each meeting and the local chambers of commerce that hosted the meetings. We look forward to traveling the state and providing our Door to Door message again in the fall of 2016.

Kenny Hall makes a point

The Russellville meeting drew a good crowd
A North Little Rock meeting attendee poses a question

Randy Zook at the Springdale meeting

Hot Springs participants

Gary Newton of statewide sponsor Arkansas Learns talks about educational issues

Jonesboro attendees
Women CAN! Conference: ‘Show Up, Be Bold, Play Big’

The key to success in business and life can be boiled down to three things: Show up. Be bold. Play big. Kim Hodous, best-selling author, preached that message to nearly 600 women at the second annual Women CAN! leadership conference on March 17 at the Statehouse Convention Center in Little Rock, which was hosted by Leadership Arkansas and the Arkansas State Chamber.

Hodous was the morning keynote speaker at the event. Echoing similar themes of setting goals to achieve their positions, Lt. Col. Erica Ingram, Commander of the 871st Troop Command; Dr. Robin Bowen, President of Arkansas Tech University; and Marcy Doderer, President and CEO of Arkansas Children’s Hospital talked about women in leadership during a panel discussion during lunch.

The day finished up with Anna Taylor, Founder and Executive Director of Judith and James, a high-end fashion line produced for a sophisticated audience dedicated to alleviating poverty in Kenya. Taylor leads a faith-based organization, which provides sewing training, support and jobs for Kenyan women.
State Chamber/AIA Hosts 25th Annual Small Business Awards Luncheon

The State Chamber/AIA hosted the 25th Annual Small Business Awards Luncheon on April 30 at the Clarion Hotel Medical Center-Midtown in Little Rock in conjunction with the 6th Arkansas Procurement Conference & Expo. Approximately 200 people attended the event, which honors recipients of awards presented by the U.S. Small Business Administration.

Yolanda Dillard, Director of National Strategy for The Mid-South Minority Business Council Continuum in Memphis, provided remarks. Roby Brock of Talk Business was emcee for the event.

Joel T. Johnson, president of P.I. Roof Maintenance, Inc. in North Little Rock, received the 2015 Arkansas Small Business Person of the Year. P.I. Roof Maintenance, Inc. specializes in the construction and maintenance of residential and commercial roofing in Central Arkansas.
State Chamber/AIA Hosts Congressional Recess Reception in August

The Congressional Recess Reception, hosted by the State Chamber/AIA on the evening of August 4 at the Governor’s Mansion in Little Rock, drew a crowd of approximately 200 attendees.

The State Chamber/AIA welcomed our Congressional delegation and their Washington, D.C. and Arkansas staff members to meet and network with our members, the business community and economic developers during their August recess in a casual setting. The event provided an opportunity for participants to discuss top Chamber legislative priorities, including energy, transportation, labor and health care policy.

Andrew Parker visits with U.S. Rep. Steve Womack

Brandon Morris of Union Pacific, Charles Jorgenson and Dr. Evelyn Jorgenson of NWACC

Robby Brock of Talk Business, Paul Means of Entergy Arkansas and Shannon Newton of the Arkansas Trucking Association
Jacksonville Mayor Gary Fletcher and Jeff LeMaster and Marta Lloyd of Winthrop Rockefeller Institute

U.S. Rep. Bruce Westerman and Roxanne Townsend and Dr. Dan Rahn of UAMS


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Gov. Hutchinson, Legislative Awards and Eric Chester Highlight Annual Meeting

A major crowd of several hundred business leaders, government representatives and state agency personnel gathered at the State Chamber/AIA Annual Meeting on Nov. 12 at the Little Rock Marriott and heard Gov. Asa Hutchinson discuss his on-going efforts to market the state to secure future business and industry investment. Hutchinson traveled extensively during his first year as governor of Arkansas on business and industry recruiting trips including to Europe, Cuba, Japan and China.

Other highlights of the Annual Meeting included remarks by keynote speaker Eric Chester, a leading voice on employee engagement and workplace culture, and the presentation of 2015 Business Matters Legislative Leadership Awards to members of the 90th General Assembly who partnered with the State Chamber/AIA in the promotion and adoption of a pro-business legislative agenda.

“We had the most business-friendly legislative session, I think, in Arkansas history,” said Randy Zook, president and CEO of the State Chamber/AIA, in welcoming remarks to the crowd.

Keynote Speaker Eric Chester

Gov. Asa Hutchinson


Recipients of the 2015 Business Matters Legislative Leadership Senate Awards were (from left) State Sens. Bobby Pierce, Senate President Pro Tempore Jonathan Dismang, John Cooper, Jason Rapert, David Sanders, Bill Sample, Jane English, Ronald Caldwell and Bart Hester. Not pictured are State Sens. Jim Hendren, Jake Files and Jon Woods.

State Chamber Chairman Ray Dillon

State Rep. Lane Jean, Steve Cousins and George Wheatley

AIA Chairman Bill Reed


Kenny Hall


Randy Zook
2015 Young Manufacturers Academies Held Throughout State

Some 250 young people from grades 7-9 participated in the 2015 Young Manufacturers Academies, which took place August 3 – 7 at nine locations throughout Arkansas. The Academies were presented in partnership with the Gene Haas Foundation, Albermarle Corporation, the Arkansas Economic Development Commission, El Dorado Chemical, Entergy Arkansas, Great Lakes Solutions, Lennox Corp., Lockheed Martin Corp., and Martin Midstream Partners.

Young Manufacturers Academies are the signature program of Dream It. Do It. Arkansas, which was developed in partnership with the Manufacturing Institute, the National Association of Manufacturers, employers, Arkansas’s education system, our workforce development agencies and economic development organizations statewide.

The primary goal of the Young Manufacturers Academies program is to grow and develop the manufacturing workforce pipeline in the middle grades, a critical juncture in need of particular attention. The Associated Industries of Arkansas Foundation partnered with two-year colleges from around the state to host the Academies. Academy sites included Arkansas Northeastern College in Blytheville, Arkansas State University-Mountain Home, College of the Ouachitas in Malvern, National Park College in Hot Springs, North Arkansas College in Harrison, Northwest Technical Institute in Springdale, SAU Tech in Camden, Southeast Arkansas College in Pine Bluff, SouthArk Community College in El Dorado, and University of Arkansas Community College in Morrilton.

“Hiring Our Heroes” Job Fair Held August 12 at Arkansas State Fairgrounds

The State Chamber/AIA again participated in the “Hiring Our Heroes” Job Fair. The 2015 edition was held on August 12 at the Arkansas State Fairgrounds in Little Rock.

“Hiring Our Heroes” job fair was geared toward job-seeking veterans, active-duty military members, guard and reserve members, and military spouses.

This University of Phoenix-sponsored hiring event was conducted by the U.S. Chamber of Commerce Foundation, the Arkansas State Chamber of Commerce, the Little Rock Regional Chamber of Commerce, the Department of Labor Veterans’ Employment and Training Service (DOL VETS), the Arkansas Committee of the Employer Support for Guard and Reserve (ESGR), the U.S. Department of Veterans Affairs, The American Legion, AR DOL, NBC News, and other local partners.

Angela DeLille and Ernie Lombardi of the U.S. Chamber of Commerce Foundation
Several State Chamber/AIA Member Companies Participated
Be Pro Be Proud Initiative Bolstered with Delta Regional Authority Investment

The Be Pro Be Proud initiative of the Associated Industries of Arkansas Foundation was significantly bolstered on September 23 with a press conference announcement of a Delta Regional Authority grant of $250,000, which will be leveraged with a public investment of $245,700. The Be Pro Be Proud initiative is designed to educate students from grades 9-12, parents, teachers and other key influencers across the state about the value of technical skilled professions with an emphasis on workforce development.

State Chamber/AIA Promotes Manufacturing Day 2015 on October 2

The State Chamber/AIA again partnered with the National Association of Manufacturers in promoting Manufacturing Day 2015 on October 2. In Arkansas, 18 Manufacturing Day events were held.

For 2015, the focus was on collaboration – Arkansas local and regional economic development organizations coordinated events to connect local community colleges, local middle and high schools, parents, teachers, students and manufacturers with events such as STEP Career Fairs, manufacturing exhibitions and on-site or off-site (virtual) tours.

Manufacturing Day provides manufacturers a unique opportunity to expand the knowledge about the benefits of a career in manufacturing and demonstrates the manufacturing industry’s value to the U.S. economy.
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Committees Play Major Role in Success of State Chamber/AIA

Committees play a major role in the success of the State Chamber/AIA. Consisting of business leaders from member companies across the state, issue committees meet throughout the year to help identify and develop key issues that are critical to the future of Arkansas.

The committees provide the State Chamber/AIA governmental affairs team guidance in understanding complex topics that often require a great deal of specific expertise. This equips our lobbyists with insights and knowledge about an issue’s potential impact on our member companies and our state.

The State Chamber/AIA Committees and their leaders include:

**Education**

*Chairman:* GARY NEWTON
ARKANSAS LEARNS

Recognizing that the workforce of tomorrow is in the schools of today, the Education Committee proactively advocates the interests of business and industry as the State Chamber/AIA strives to improve education in Arkansas. The committee examines issues in K-12 education, higher education and workforce development. This committee identifies projects and tracks their successful implementation, as well as identifying and recommending policy changes and positions that will make Arkansas school systems more successful.

**Governmental Affairs**

*Co-Chairmen:*
LEN PITCOCK
COX COMMUNICATIONS

ROBERT D. SMITH, III
ATTORNEY

The Governmental Affairs Committee is comprised of governmental affairs representatives and lobbyists who represent member companies, business associations and organizations. The group meets weekly during legislative sessions to monitor pending legislation and other issues of importance to the business community with the goal of developing a consistent lobbying strategy. This committee meets during election years to discuss candidates. It also provides guidance and support to the State Chamber/AIA lobbying team on a variety of issues.

**Health Care**

*Chairman:* KURT KNICKREHM
REGIONS INSURANCE GROUP

The Health Care Committee frequently plays the role of facilitating a consensus between employers and health-care providers as the State Chamber/AIA endeavors to maintain and improve quality health care and find practical means of providing benefits and containing costs. The State Chamber/AIA also plays a leading role in the Employers Healthcare Coalition, which develops positions that are in line with the needs and desires of employers.
Tax

Chairman: MARVIN CHILDERS
THE POULTRY FEDERATION

Co-Chairman: JIM DAVIS
GEORGIA-PACIFIC

Legal Counsel: MICHAEL O. PARKER
DOVER DIXON HORNE, PLLC

The Tax Committee works to ensure a favorable business climate in Arkansas through analyzing tax issues, recommending positions and testifying at legislative and regulatory hearings on tax matters. It also accomplishes this goal through educating, coordinating and working actively with taxing entities to ensure the fair and equitable administration of taxes. It is by far the State Chamber/AIA’s most active committee. During a legislative session, the committee meets as often as necessary to review tax bills. In the off-season, it meets to address regulatory issues and discuss developing tax issues.

Unemployment Insurance/HR

Chairman: MICHAEL S. MOORE
FRIDAY ELDREDGE & CLARK LLP

Co-Chairman: DANIEL H. WOODS
TIMEX (RETIRED)

The Unemployment Insurance/HR Committee plays a vital role similar to that of the Workers’ Compensation Committee. The Arkansas Department of Workforce Services (DWS) has an Employment Security Advisory Council that seats management, labor and consumer representatives. All of the management seats are filled with members of the State Chamber/AIA Unemployment Insurance/HR Committee, including the committee’s chair. This council reviews and negotiates legislative proposals developed by the DWS staff. The State Chamber/AIA committee provides guidance to the management members on the council in these negotiations. The committee also develops pro-business legislation. Broad business representation on this committee is necessary to make sure that the impact of new legislation upon all segments of business is considered. The committee also considers and provides guidance to State Chamber/AIA lobbyists on a variety of human resource issues.

Workers’ Compensation

Chairman: LYNN TATUM
TYSON FOODS

Co-Chairman: MAX KOONCE
WALMART STORES

Legal Counsel: MICHAEL O. PARKER
DOVER DIXON HORNE, PLLC

The Workers’ Compensation Committee keeps a close eye on the state’s workers’ compensation laws. Prior to and during each legislative session, the State Chamber/AIA develops pro-business legislation and reviews all related legislation filed by others. This committee also reviews rules, regulations and other issues related to the Workers’ Compensation Commission and monitors important judicial decisions. It is extremely important that as many businesses as possible participate in this committee to properly evaluate the potential impact an issue might have on given segments of business.

The State Chamber/AIA invites our members to become involved by serving on one or more committees. If you are interested, please contact Deb Mathis at 501-210-4212 or dmathis@arkansasstatechamber.com.
E-Newsletters

The State Chamber/AIA continued its efforts during 2015 to reach the broadest possible business audience via various e-newsletters.

• **E-Business** is a twice-monthly compendium of articles chronicling our organizations’ events, activities, program, efforts and committees.
• **Daily Legislative Update** is e-mailed each business day during legislative sessions and outlines the day’s most important issues being tracked by the State Chamber/AIA Governmental Affairs team.
• **Washington Watch** is e-mailed the second week of each month and concentrates on federal issues that have impact upon businesses.
• **Industry Insight** is e-mailed the fourth week of each month and focuses on manufacturing and industrial news and issues including new business announcements, groundbreakings and expansions of existing business and industry.
• In addition, periodic **Congressional Updates** are e-mailed to members when major federal issues like health care reform are being considered.
• Archived copies of our e-newsletters are also posted on our web site: www.arkansasstatechamber.com.

Web Sites:

www.arkansasstatechamber.com  
www.arkansasstatechamberfoundation.com  
www.arkansasprosperity.org

Arkansas Manufacturers Directory

In 2015, the State Chamber/AIA published its sixth edition of the Arkansas Manufacturers Directory.

• The Arkansas Manufacturers Directory, an Associated Industries of Arkansas publication, is a guide to becoming involved and being heard within the manufacturing sector.
• The Arkansas Manufacturers Directory provides a listing of all manufacturers in Arkansas by city and is also a resource that provides practical information on different aspects of Arkansas business, industry, climate, attractions, business support, natural resources, geography, certain laws and tax policies, and other items.
State Chamber/AIA Continues Growing Social Media Presence

In an effort to gain traffic and build exposure throughout the state, the State Chamber/AIA continued and expanded the effort to grow our social media presence via daily posts on Facebook, Twitter and LinkedIn. Members are urged to “like” or “follow” the State Chamber/AIA pages for the social media outlets.

Marcus Turley
2015 ACCE Award Winner for New Membership Dollars Sold

Marcus Turley, Membership Development Specialist for the State Chamber/AIA, placed first in the nation for “new membership dollars sold” during the 2015 contest year. He was recognized by the Association of Chamber of Commerce Executives (ACCE) for excellence in fundraising. Turley has been ranked first in the nation in the category since 2011.

Shelley Short
Named Director of Programs and Marketing by State Chamber/AIA

Shelley Short was named Director of Programs and Marketing by the Arkansas State Chamber of Commerce/Associated Industries of Arkansas.

Shelley is responsible for the development, management and execution of the State Chamber/AIA’s programs and marketing efforts. She also serves as the Executive Secretary for the Arkansas Economic Developers (AED) and the Arkansas Chamber of Commerce Executives (ACCE).

A native Arkansan, Shelley has more than nine years of economic development experience, most recently serving as the Director of Marketing for the Arkansas Economic Development Commission (AEDC). Earlier in her career, she worked as Director of Development for the Arkansas Hunger Relief Alliance and as Vice President of the Campaign of the Heart of Arkansas United Way.

Shelley earned a Master of Arts degree in Political Management from Regent University and a Bachelor of Arts degree in Political Science from the University of Central Arkansas. She is a member of the International Economic Development Council and the Southern Economic Development Council, and is also a graduate of the University of Oklahoma’s Economic Development Institute.

Hiring Our Heroes Names Arkansas State Chamber Three-Star Chamber of Valor

The U.S. Chamber of Commerce Foundation announced in August that the Arkansas State Chamber of Commerce had been honored by Hiring Our Heroes with the three-star Chamber of Valor award. The Chamber of Valor award acknowledges the contributions of chambers, industry associations, and business development organizations that join the Hiring Our Heroes mission of finding meaningful employment for veterans, transitioning service members and military spouses.

State Chamber/AIA Participates in Two Discover Cuba Trips

The State Chamber/AIA hosted two Discover Cuba trips during 2015. The first took place June 2-8. The second occurred October 13-19. A number of Arkansas business influencers participated in both trips.
Leadership Arkansas Graduates Class IX, Begins Class X

Leadership Arkansas Class IX, which was presented by ARcare and sponsored by Southland Park Gaming & Racing and Walmart Stores, Inc., continued its sessions in 2015 at Texarkana, Fayetteville, West Memphis/Blytheville and Central Arkansas. C. Tad Bohannon, chief legal counsel at Central Arkansas Water, served as Leadership Arkansas Class IX chairman.

Leadership Arkansas Class IX

Economist Dr. Michael Pakko speaks at a Leadership Arkansas Class IX session
Class IX

Mark Beach  
CDI Contractors, LLC

Leigh Ann Biernat  
Little Rock Convention & Visitors Bureau

April Campbell  
Mike Ross for Governor Campaign (formerly)

Ryan Dagley  
Signature Bank of Arkansas

Xochitl Delgado  
Winthrop Rockefeller Foundation (formerly)

Carrie Fortune  
ARcare

Paul Hively  
Nabholz Construction Services

Ivan Hudson  
The Ivan Hudson Agency

Dr. Tionna Jenkins  
Bill, Hilary & Chelsea Clinton Foundation

Crystal Johnson  
Batesville Area Chamber of Commerce

Mircha King  
Cranford Johnson Robinson Woods

Todd Kuhn  
Cromwell Architects Engineers

Mandy Lloyd  
Can-way Manufacturing

Charlie McConnell  
Farm Credit Western Arkansas

Shannon Mirus  
Arkansas Oklahoma Gas Corporation

John Monroe  
Simmons Bank

Brandon Morris  
Union Pacific Railroad

Nate Noble  
Arkansas Department of Health

Shawn Prince  
Prince Investments

Gina Radke  
Galley Support Innovations

Kimberly Rhodes  
Nucor Steel - Arkansas

Kymara Seals  
Office of Senator Mark Pryor (Formerly)

Ron Sellers  
ARcare

Jake Sligh  
Arkansas Business Publishing Group

Elizabeth Solano  
Mid-Continent Independent System Operator (MISO)

Beth Stephens  
Kendal King Group

Tom Stevens  
CenterPoint Energy

Stoke Stokenbury  
CR Crawford Construction LLC

Matt Sullivan  
Alternative Opportunities, Inc.

Whitney Wellborn  
Arkansas Foodbank

Robert White  
Southern Arkansas University Technical College

Harry Willems  
Arkansas Farm Bureau Federation

John Wintemantel  
Southland park Gaming and Racing

Leadership Arkansas Class IX at Arkansas Steel in Newport
Candid moments from Leadership Arkansas Class IX

Joy Chesshir of the Little Rock Regional Chamber speaks at a Leadership Arkansas Class IX session

Leadership Arkansas Class IX at Bad Boy Mowers in Batesville
Who We Are

Leadership Arkansas is a program designed to take a statewide view of the economic and political challenges that face our great state. Leadership Arkansas offers leadership opportunities that expand the impact of community leaders across the state. Created by the Arkansas State Chamber of Commerce and Associated Industries of Arkansas, Inc., Leadership Arkansas builds a sense of statewide community by identifying and training individuals with the passion and commitment to become personally engaged in issues, programs and activities aimed at building a better Arkansas.

How The Program Works

Leadership Arkansas’s mission is to build a strong, diverse, statewide network of leaders with a shared commitment to connect our communities and to make Arkansas a better place in which to live and prosper.

One of the many ways the organization is working to accomplish that mission is through its annual class program. Class members are chosen to participate in a stimulating and thought-provoking educational program that consists of a series of six day-and-a-half session held in locations throughout the state. These sessions include programming on issues critical to Arkansas, leadership skills assessment and relevant information on Arkansas’s history, demography, diversity and opportunities.

Participants are required to attend at least 80 percent of the program sessions, including the entire opening retreat session, which is mandatory. For more information on the Leadership Arkansas program contact Andrew Parker at aparker@arkansasstatechamber.com or 501-210-4202.
Leadership Arkansas Class X Selects 57 Members

Fifty-seven women and men from all parts of Arkansas were selected for Leadership Arkansas Class X presented by ARcare and Nucor Steel – Arkansas and sponsored by Walmart.

Leadership Arkansas Class X began with a retreat and opening session on September 27-29 in Heber Springs. Session II covering Arkansas’s Workforce was held on October 19-20 in Fort Smith. Session III covering Government and the Military was held on December 2-3 in Little Rock and Jacksonville.
Class X

Corey Alderdice
Arkansas School for Math, Science & Arts

Justin Allen
Wright, Lindsey & Jennings LLP

Chad Allen
MISO Energy, Inc.

Michelle Allgood
Mitchell Williams Selig Gates Woodyard PLLC

Cheryl Avery
U.S. Army Pine Bluff Arsenal

Toni Bahn
University of Arkansas Athletics Department

Kelley Bass
Museum of Discovery

Mike Callahan
Cramwell Architects Engineers

Jimmy Carlton
Food & Drug Administration

Scott Carver
AT&T Arkansas, Inc.

Fran Cavenaugh
Cavenaugh Auto Group

Drew Chandler
Farmers Bank & Trust

Bobbi Doorenbos
Arkansas Air National Guard

Jeremy Enders
Stone Ward Advertising

John Erck
UA Sam Walton College of Business

Amy Fecher
Arkansas Economic Development Commission

Steve Fike
West Tree Service, Inc.

J.D. Harris
Nucor Steel-Arkansas

Randy Henderson
Nucor Castrip AR, LLC

Bethany Hildebrand
Stuttgart Chamber of Commerce

Jerry Holder
Garver

Andrea Jones
AFcare

Trent Keller
Action, Inc.

Lisa Lake
AT&T Arkansas, Inc.

Michael Lindsey
Walmart, Inc.

Rick Massengale
Arkansas Tech University

Peggy Matherne
Albemarle, Inc.

Mike McClellan
Harrison Energy Partners

Michael McGrew
Clark Contractors, LLC

Barbara Merrick
Entergy Arkansas, Inc.

Amy Miller
W&W AFCO Steel

Philip Mobley
Commercial National Bank of Texarkana

Ben Noble
Noble Strategies, Inc.

Bridget Norton
Dover Dixon Horne PLLC

Mike Parker
Dassault Falcon Jet

Abby Phillips
Winthrop Rockefeller Institute

Jeff Pitchford
Arkansas Farm Bureau

Wade Radke
Galley Support Innovations

Shannon Riordan
AAMSCO ID Products, Inc.

Nathan Rutledge
Crews & Associates

Susanna Samson
Brent Stevenson Associates

Vernon Scott
Simmons Bank

Bart Shaw
Conway Title Company

Cynthia Sides
University of Arkansas

Eric Simpson
IMWell Health

Robert Smith
Northwest Arkansas Council

Crandall Streett
Signature Bank of Arkansas

Ray Taylor
Walmart, Inc.

Nathan Thomas, III
Clinton Foundation

Christie Turner
Signature Bank of Arkansas

Dwayne Wilson
CDI Contractors, LLC

James Wilson
Southland Park Gaming & Racing

Jeff Wood
Tyson Foods, Inc.

Glenn Woodruff
Wittenberg, Delony & Davidson Architects

Bishop Woosley
Office of the Arkansas Lottery

Jaimie Wright
Webster University - Little Rock Area

Lance Wright
Nabholz Construction Co.
New Pinnacle Members Announced for 2015

The State Chamber/AIA is pleased to recognize the following Pinnacle members who are new or upgraded their status for 2015:

**Apex:**
- Deltic Timber Corporation

**Crown:**
- AFCO Steel LLC
- Baptist Health
- Clean Harbors
- ConAgra Foods
- Dassault Falcon Jet Corp.
- Denso Manufacturing Arkansas, Inc.
- FutureFuel Chemical Company
- Garver
- Great Lakes Solutions – A Chemtura Business
- LM Wind Power – Arkansas
- MISO
- Parts Warehouse, Inc./Replacement Parts, Inc.
- Rivendell Behavioral Health Services of Arkansas
- Schickel Development Company
- Southwest Power Pool
- Teladoc
- Trinity Rail

The Pinnacle Program is an active group of member firms and organizations whose senior representatives provide financial support and leadership to the State Chamber/AIA. Pinnacle members actively participate in our grassroots action network, testify before legislative committees when needed, work on State Chamber/AIA policy committees or lead the organization as board members.

Levels of investment include $5,000 (Crown), $10,000 (Peak), $25,000 (Summit) and $35,000 and up (Apex). Benefits of Pinnacle membership include recognition in State Chamber/AIA printed publications, e-publications and on our web site; special recognition at all State Chamber/AIA events; preferred seating at State Chamber/AIA events, such as the Annual Meeting and the Washington Fly-In and Congressional Dinner, and networking opportunities with other high-level Arkansas business and industry leaders.
Thanks to the Following New and Upgraded State Chamber/AIA Members in 2015

21st Century Janitorial Service  
ABC Financial Services, Inc.  
Advantage Capital Partners  
AFCO Steel LLC  
AIReTECH Corporation  
Allied Brokers, Inc.  
Allied Supply Inc.  
American Petroleum Sales & Service  
American Restoration Tile, Inc.  
Aristotle, Inc.  
Arkansas Association of Real Estate Inspectors, Inc.  
Arkansas Business Publishing Group  
Arkansas Department of Higher Education  
Arkansas Federal Credit Union  
Arkansas Minority Health Commission  
Arkansas Money & Politics  
Arkansas Municipal League  
Arkansas Northeastern College  
Arkansas Pest Management Association  
Arkansas Waterways Commission  
Attorneys Title Group  
B & F Engineering Inc.  
Ball Metal Food Container, LLC  
Bancorp South Insurance Services  
Bank of Little Rock  
Baptist Health  
BASF Corporation  
Batson Inc.  
Best Park LLC  
Brain Balance Achievement Ctr of Little Rock Arkansas  
Brandon Moving & Storage  
Briarwood Nursing & Rehabilitation, Inc.  
Camfil APC  
Central Baptist College  
Central Tube & Bar Inc.  
Christian Brothers Automotive-West Little Rock  
Clarion Resort on the Lake  
Clark Contractors, LLC  
Clean Harbors El Dorado LLC  
Coca-Cola Refreshments  
Comfort Systems USA (Arkansas) Inc.  
ConAgra Foods  
Consolidated Pipe & Supply Co. Inc.  
Consolidated Printing  
Covenant Medical Benefits, Inc.  
Cox, Sterling, McClure & Vandiver, PLLC  
Crossland Construction Company  
Curry’s Termite, Pest & Animal Control  
Curt Green & Company, LLC  
Cypress Properties  
Danfoss, LLC  
David’s Burgers  
Dassault Falcon Jet Corp.  
Deltic Timber Corporation  
Denso Manufacturing Arkansas, Inc.  
Diamond Bear Brewing Company  
Don’s Cold Storage & Transportation, LLC  
Dorsey & Company CPAs  
Dow Chemical North America  
Easter Seals Arkansas  
Economics Arkansas  
Elrod Real Estate  
Esterline Defense Technologies/Armetec  
Evraz Stratcor, Inc.  
Expeditors International of Washington, Inc.  
Family Service Agency  
FMH Conveyors  
Focused Physician, LLC  
Franklin Electric (upgrade)  
FutureFuel Chemical Company  
Garver  
Georg Fischer Harvel LLC  
General Mechanical Contractors  
Great Lakes Solutions - A Chemtura Business  
Golden Corral Buffet & Grill  
The Hall Group (Hall Tank Co.)  
Hampton Aviation  
HealthCARE Express  
HealthSCOPE Benefits, Inc.  
Helena Industries Inc.  
Hunter Wasson Timber Services, LLC  
Hydmech USA, Inc.  
Hytrol Conveyor Company Inc.  
I Square Management  
Inside Effects/Outside Effects Inc.  
Jim’s Tank Service  
JP Energy ATT, LLC  
Keith Smith Co. Inc.  
Kinco Constructors, LLC  
KIPP Delta Public Schools  
Klaasmeyer Construction Company  
LaCroix Optical Co.  
Laser Tools Co., Inc.  
Legacy Consulting  
LKQ Corporation  
LM Wind Power - Arkansas  
Lofton Staffing & Security Services  
Little Rock Port Authority  
Little Rock Surgery Center, LLC  
Malvern Minerals Co.  
The Marriott  
McDaniel Richardson & Calhoun PLLC  
MedEvolve, Inc.  
MISO  
Motor Appliance Corporation  
Nidec Corporation  
Office Imaging Solutions, Inc.  
Parts Warehouse, Inc./Replacement Parts, Inc.  
Parker Auto Group  
Patterson Dental  
Pel-Freez Arkansas, LLC  
Planters Cotton Oil Mill, Inc.  
Platinum Drywall  
Quality Wholesale Building Products  
Refurbished Office Panels  
Reliable Fire Protection, LLC  
Reynolds Consumer Packaging  
Schickel Development Company  
SERVPRO of Northwest Little Rock  
Shorter College  
SMF & Machine Tools, Inc.  
Snell Prosthetic and Orthotic Lab  
Sonstegard Foods of Arkansas, Inc.  
Southern Branding  
Southern Tire Mart  
Southwest Power Pool  
Standard Business Systems  
StartUpJunkie Consulting  
Stephens Production Company  
Systemedic Corporation  
Taber Extrusions L.P.  
Taggart Architects  
Teladoc, Inc.  
The Janet Jones Company  
TRACE Strategies  
Trinity Lighting  
Trinity Rail  
UCP of Arkansas  
Yokou Transportation  
Wade Company  
WCA Waste Corp. of AR  
Weldon Williams & Lick Inc.  
Window World of Little Rock  
Woodruff Electric Cooperative Corporation  
WorkSource  
Yarbrough LLC
The following members and organizations sponsored State Chamber/AIA events in 2015.

Axiom Corporation
Arkansas Environmental Federation
AEP - SWEPCO
Aerojet Rocketdyne Corporation
AFCO Steel LLC
AGC Arkansas
AIRO
Albemarle Corporation
Alcoa Arkansas Remediation
America’s Car-Mart Inc.
Arkansas Oklahoma Gas Corporation
Arkansas Asphalt Pavement Association
Arkansas Automobile Dealers Association
Arkansas Bankers Association
Arkansas Blue Cross and Blue Shield
Arkansas Broadcasters Association
Arkansas Business Publishing Group
The Arkansas Capital Corporation Group
Arkansas Community Colleges
Arkansas Department of Workforce Services
Arkansas Economic Development Foundation
Arkansas Farm Bureau Federation
Arkansas Forestry Association
Arkansas Game and Fish Commission
Arkansas Health Care Association
Arkansas Hospital Association
Arkansas Hospitality Association
Arkansas’ Independent Colleges & Universities
Arkansas Learns
Arkansas Municipal League
Arkansas Oil Marketers Association Inc.
Arkansas Optometric Association Inc.
Arkansas Petroleum Council
Arkansas Tech University
Arkansas Timber Producers Association
Arkansas Transit Association Inc.
Arkansas Trucking Association
ARcare
Arkadelphia Regional EDA & Area Chamber of Commerce
Arvest Bank
Association of Arkansas Counties
Associated Builders & Contractors of Arkansas
ASU System
AT&T Arkansas
BancorpSouth Insurance Services
Bank of the Ozarks
Baptist Health
Batesville Area Chamber of Commerce
Ben E. Keith Company
BDK, LLP
Brent Stevenson Associates
Bridgestone Americas Tube Business
Bryce Corporation
Business World
Camfil APC
Campus Concierge
Capitol Group, LLC, The Capitol Partners, LLC
CDI Contractors LLC
CenterPoint Energy
Central Moloney Inc.
Great Lakes Solutions - A Chemtura Business
Citizens Bank
City of West Memphis/Office of Economic Development
CJRW
Clean Line Energy
Clearwater Paper Corporation
Coastal Energy Corporation
College of the Ouachitas
Community Health Centers of Arkansas, Inc.
Conway Corporation
Cooper Tire & Rubber Company
Cox Communications
Crafton Tull and Associates
Cross County Chamber of Commerce/Wynne EDC
Crossland Construction Company
Delta Dental of Arkansas Inc.
Deltic Timber Corporation
Domtar
Dover Dixon Horne PLLC
E.C. Barton & Company
Electric Cooperatives of Arkansas
The Empire District
Electric Company
Energy Arkansas, Inc.
Evergreen Packaging Co.
Farm Credit Services of AR
Ferstl Valuation Services
First Community Bank
First National Bank of Fort Smith
GES INC./Food Giant
Fort Smith Regional Chamber of Commerce
Fuller Enterprises
FutureFuel Chemical Company
Gar-Bro Manufacturing Company
Gerdau Special Steel
Golden Living
Government Solutions, LLC
Hargraves Consulting LLC
Greater Hot Springs Chamber of Commerce
Impact Management Group Inc.
Independent Insurance Agents of Arkansas
International Paper Company
inVeritas Research & Consulting, Inc.
ITC Great Plains
Earl Jones
Kinco Constructors, LLC
Kutak Rock LLP
Langston Companies Inc.
Lion Oil Company
Lockheed Martin Missiles & Fire Control
Little Rock Regional Chamber of Commerce
M & M Strategies, Inc.
Martin Operating Partnership
Martin Wilbourn Partners LLC
McCormick Asphalt Paving & Excavating Inc.
McKee Foods Corporation
Mitchell Williams Selig Gates & Woodyard, PLLC
Morrison Chambers Corp.
Mullenix & Associates, LLC
Murphy USA Inc.
Nabholz Construction Services
NuCor Arkansas
Northwest Technical Institute
Northwest Arkansas Regional Airport
Oaklawn Jockey Club
OG+E
One Bank & Trust, N.A.
Owens-Corning Fiberglas
Paschall Strategic Communications
P.I. Roof Maintenance LC
Pine Bluff Sand & Gravel Company
Regions Insurance
Reliance Bank, N.A.
Riceland Foods Inc.
The Roberts Group
Rodan + Fields
Rogers-Lowell Area Chamber of Commerce
Rose Law Firm
Russellville Area Chamber of Commerce
SCORE
The Sells Agency
Signature Bank of Arkansas
Simmons First National Corporation
Snyder Environmental
SourceGas Arkansas Inc.
Southern Bancorp, Inc.
Southland Park Gaming & Racing
Southwestern Energy Company
St. Bernards Medical Center
Stephens Inc.
Stephens Production Company
Stone Ward
Southwest Power Pool
TCPrint Solutions
TRACE Strategies
Trinity Rail
Tyson Foods, Inc.
University of Arkansas
University of Arkansas - Fort Smith
UALR
UALR ASBTDC-RBC 260
UAMS
Union Pacific Railroad
U.S. Small Business Administration
USABle Life
U.S. Bank
Verizon Wireless
Walmart Stores Inc.
Wholesale Beer Distributors of Arkansas, Inc.
Windstream
Winrock International
Winthrop Rockefeller Institute/Petit Jean Mountain
Wright Lindsey & Jennings LLP
XTO Energy, Inc.
The State Chamber/AIA expands its presence throughout Arkansas by affiliating with the following statewide organizations:

Arkansas Institute for Performance Excellence (AIPE)

- The Arkansas Institute for Performance Excellence Program formed a working partnership with the State Chamber/AIA in 2008 and has an office in the State Chamber/AIA building. The organizations work together to accomplish the AIPE's program vision of contributing to the success of Arkansas organizations and the communities they serve.
- The Governor’s Quality Award (GQA) Program offers training opportunities for participants to learn how to use the Baldrige Excellence Framework to assess strategy and process alignment for increased performance. Those that choose to apply for an award receive an evaluation of their management systems in a written-feedback report citing strengths and areas for improvement and are recognized by the Governor at an annual awards ceremony.

This process is used by all types of businesses, health care, schools and government agencies, and all kinds of organizations, including non-profit.

While other programs may focus on a single aspect such as leadership, strategic planning, or process management, the Governor’s Quality Award (GQA) Program focuses on helping you develop an integrated management system that addresses all the factors that define your organization, its operations and its results. Utilizing GQA can help you:

- Jumpstart change initiatives
- Energize improvement strategies

- Focus your organizations on common goals
- Assess performance against the competition
- Align your resources with your strategic objectives
- Maintain industry accreditations

**Award Application Levels**

- Governor’s Award for Performance Excellence
- Achievement Award
- Commitment Award
- Challenge Award

Other AIPE training opportunities include:

**Regional Self-Assessment and Applicant Training Seminars**

- Provides training on use of the Baldrige Excellence Framework process for self-assessment or writing an application for program award and recognition with external feedback.

**Examiner Training**

- Teaches analytical skills used to assess applications for award and write feedback report to applicant.
- Provides examiner unique perspective that contributes to the success of your organization.

**Challenge Seminars**

- Industry specific seminars for manufacturing, healthcare and business.
- Provides seminars regionally throughout the state in partnership with local partners.

For further information about the GQA Program, contact Executive Director Sue Weatter at 501-372-2222. Additional information about all opportunities the program provides is also available on the GQA website at www.arkansas-quality.org.
Arkansas Chamber of Commerce Executives (ACCE)

ACCE is a professional, statewide organization of Chamber of Commerce executives in more than 100 Arkansas communities as well as business and professional organizations interested in or allied with chamber of commerce work in Arkansas.

The purpose of ACCE is to enhance the professional development and managerial skills of its members; to keep its membership apprised of statewide and national trends that affect the member's ability to operate effectively within their individual communities; and to maintain liaisons with state agencies and business organizations including the Arkansas Economic Development Commission, State Chamber/AIA, The Arkansas Partnership, American Chamber of Commerce Executives and the U.S. Chamber of Commerce.

The State Chamber/AIA is actively involved with services to local chambers including:
- Association management for the ACCE
- Strategic planning sessions
- Personnel selection assistance
- Volunteer leadership training
- Board retreats and goal setting
- Board orientation
- New executive support
- Governmental relations
- New facility planning
- Assistance with developing new programs
- Assistance with starting new chambers
- Membership development
- Total resource campaigns
- Chamber library

Arkansas Economic Developers (AED)

AED is an association of professional and volunteer economic developers in the state of Arkansas whose purpose is advancing, through professional and educational efforts, the quality of life in Arkansas by the development of employment opportunities through economic growth and community development.

Membership in AED provides an opportunity to participate in numerous activities that center around efforts to educate the economic developer in a rapidly changing field.

As we celebrate 75 years of service, we find ourselves reflecting on those who have helped to shape our business in a most significant way. We are growing. We are changing. We are evolving into a company that can handle not only your simple print jobs, but so much more.

And we have you to thank. Without our faithful clients, who continue to support and use TC Print, we could not grow to serve you better.

We value our relationship with you and look forward to providing even better, even more printing services in the years to come.

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BE THE FORCE BEHIND ARKANSAS’S WORKFORCE.

Join us as we bring a new generation of pride, progress and professionals to Arkansas’s skilled workforce.

Right now, tens of thousands of manufacturing jobs are unfilled in Arkansas. And with many skilled professionals at or near retirement age and fewer people encouraging our young people to pursue a career in manufacturing, that number is likely to climb.

But there is an answer: you.

With the collective efforts of Arkansas’s manufacturers, we can position the industry as a viable career option and improve the overall image of manufacturing by:

- Opening your doors to students at every level
- Connecting with two-year colleges and trade schools in your area
- Engaging with community leaders to demonstrate the opportunities for skilled workers

To find out more about how you can make a difference visit ArkansasStateChamberFoundation.com or call us at (501) 372-2222.

JOIN US:

Business matters.
Arkansas Institute for Performance Excellence

The Institute provides training for all organizations in the state in all industries - manufacturing, healthcare, non-profit, education and business with a goal of helping organizations see their maximum potential. Training includes:

• Facilitation of an internal assessment with a systems perspective
• Annual regional and industry-specific seminars
• Professional development training

The Governor’s Quality Award

The Governor’s Quality Award Program provides opportunities for all organizations in the state to apply for award recognition and external feedback using the Baldrige Excellence Framework criteria.

• Apply for a Governor’s Quality Award and learn how to write an application at Applicant Training.
• Receive a feedback report of your application from trained examiners that identifies strengths and gaps in processes and results.
• Develop a concise description of your organizational context with an Organizational Profile
• Become a member of our Board of Examiners and receive training on assessing applications.
• Receive statewide recognition at the annual awards ceremony.

For more information on receiving a Governor’s Quality Award or any services offered by AIPE, contact Sue Weatter at 501-372-2222 or visit our website at www.arkansas-quality.org.

2015 Recipient of the Governor’s Award for Performance Excellence, North Arkansas College, Harrison
Technology is like nature: Awesome and Challenging

While most of us have seen the awesome aspects of technology, we’ve also learned to respect its challenging nature. Technology presents challenges in many ways. Ultimately, it is about three things:

- Is it working?
- Is it safe?
- Is it an asset or a liability?

Our passion is to make the lives of our customers better through technology, always looking to ensure that it is working safely as a business asset. Presenting the awesome possibilities of technology is our way of building trust on a daily basis to create lasting relationships.

Tune in to one of these channels for current insights about challenges in business technology: