Annual Report 2011-12
“Anniversary Edition”
To our many stakeholders and partners,

Twenty-five years after its founding, UB TCIE continues to exemplify performance excellence and serve as an elite university extension program. By sharing best practices and pursuing excellence, we are contributing to UB's goal to increase its footprint and impact on the economy – growing businesses, creating jobs, expanding market share, and improving sustainability.

After decades of declining operations that have shed jobs from the economic landscape, New York is taking steps to revitalize its once-strong manufacturing base. Under the directive of Gov. Andrew Cuomo, the Western New York Regional Economic Development Council has placed emphasis on investments that boost the region's advanced manufacturing sector and create jobs. We are encouraged by this commitment, and remain dedicated to supporting the industry's growth by leveraging university capabilities to assist businesses in our region.

We are also glad to report on UB's accomplishments. Once again, the university advanced this year in the ranks of the U.S. News & World Report's "Best Colleges," earning the distinction as one of the nation's "Best National Universities" with 29,000 students and more than $349 million in research. UB's School of Engineering and Applied Sciences earned a top ranking among the nation's best undergraduate engineering programs.

Many thanks to our stakeholders, the business community, university leaders, and all economic development allies who share our mission in building the economy, one business at a time.

Sincerely,

Timothy Leyh
UB TCIE Executive Director

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**Fiscal Year 2011/12 Summary**

**SERVICE RESULTS**

<table>
<thead>
<tr>
<th>Service Result</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Businesses Served</td>
<td>131</td>
</tr>
<tr>
<td>Professional Development - Number of People Trained/Certified</td>
<td>543</td>
</tr>
<tr>
<td>Business Process Reengineering Projects</td>
<td>162</td>
</tr>
<tr>
<td>Undergraduate/Graduate Students Placed</td>
<td>33</td>
</tr>
<tr>
<td>Number of Markets Served</td>
<td>22</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$1,452,223</td>
</tr>
</tbody>
</table>

**STRATEGIC PARTNERSHIP INDUSTRIAL RESURGENCE IMPACT (SPIR)**

<table>
<thead>
<tr>
<th>Strategic Impact</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of SPIR Projects</td>
<td>15</td>
</tr>
<tr>
<td>Client Jobs Created</td>
<td>371</td>
</tr>
<tr>
<td>Client Jobs Retained</td>
<td>5,600</td>
</tr>
<tr>
<td>Value of SPIR Pipeline</td>
<td>$400,000</td>
</tr>
<tr>
<td>Client Increased Revenue</td>
<td>$28,050,000</td>
</tr>
</tbody>
</table>
About Us

Our Mission and Values

The mission of UB TCIE is to be a leader in building the economy, by strengthening businesses and communities through excellence in service.

Our approach is to be a leading university extension service organization recognized for collaborating with diverse partners and providing a broad array of services to our stakeholders.

Integrity
Building our reputation by being ...
• Accountable
• Credible
• Ethical
• Respectful

Excellence
Exceeding stakeholder expectations by ...
• Achieving results
• Demonstrating leadership
• Leveraging our resources and expertise

Service
Delivering results and fostering diversity by being ...
• Responsive
• Adding value
• Providing solutions
• Collaborating

Innovation
Fostering a culture of creativity by embracing ...
• Change
• Lifelong learning
• Risk-taking

Founded 25 years ago, the center’s first office was a storage room in Bell Hall on the North Campus. Today, offices are located in Baird Research Park at 1576 Sweet Home Road, UB’s Technology Incubator.

Annually, UB TCIE supports hundreds of public and private organizations, connecting the business community with the expert resources of UB’s School of Engineering and Applied Sciences. Companies experience technological advancement through research and development ventures made possible by our engineering solutions. Operational excellence services, targeting enterprise performance, establish a foundation for continuous improvement. Professional development offerings – from leadership and change management to business improvement methodologies – prepare individuals to better support and sustain their company’s strategic initiatives.

While UB TCIE primarily serves New York State (NYS), offerings are provided to businesses across North America and the world. In 2011-2012, UB TCIE’s programs increased net sales in excess of $28 million and created or retained close to 6,000 jobs. Additionally, UB TCIE’s professional development team trained nearly 550 professionals, strengthening businesses and the community through excellence in service. Our business development and resource teams include highly knowledgeable and engaging individuals who utilize their industry experience to achieve excellent results.

The center has been honored six times by the National Association of Management and Technical Assistance Centers (NAMTAC) and its descendent, the University Economic Development Association (UEDA), for projects resulting in significant gains. UB TCIE received recognition for work completed at Erie County, Saint Vincent Health Center in Erie, Pa., Delphi Thermal’s Lockport facility, Quebecor, Bethlehem Steel and OhmCraft.

UB TCIE is the regional administrator for the State University of New York’s Strategic Partnership for Industrial Resurgence (SPIR) grant, with SPIR offices located at SUNY Binghamton, New Paltz, and Stony Brook. The SPIR program offers an engineering resource that is unparalleled in the state.
Strategic Partnership for Industrial Resurgence

Subsidizes technically advanced multi-disciplinary projects for New York State companies.

Companies with fewer than 500 employees can benefit from the Strategic Partnership for Industrial Resurgence (SPIR) grant by upgrading or introducing new technology, addressing challenges of product development and testing, enhancing a continuous improvement program, and making their business more sustainable through other initiatives. Companies apply by contacting UB TCIE with their technical assistance needs. Grant funds may cover up to 50 percent of the total project cost. UB TCIE works with approximately 30 companies each year to secure SPIR monies.

Specifically, SPIR projects include:
- Engineering R&D projects
- Re-engineering business processes and improved/enhanced business systems
- Accessing university equipment and resources
- Employing graduate student interns

Client projects contracted during the 2011-12 fiscal year receiving SPIR awards resulted in an estimated:
- 371 jobs created
- 5,600 jobs retained
- $28,050,000 revenue increase


The featured sectors include a partial list of clients.
Manufacturing:

- CAMERON
- COBHAM
- Cummins
- FMC

Life Sciences:

- Simulated Surgical Systems
- Greatbatch
- Life Technologies
- Mentholatum

Healthcare and Social Services:

- Niagara Falls Memorial Medical Center
- Resource Center
- People Inc
- Kaleida Health

Food Processing & Food Services:

- Steuben
- Coca-Cola
- Rich’s
- Tops

Government & Education:

- NFTA
- Bryant & Stratton College
- Williamson Central Schools
- University at Buffalo

Finance & Insurance:

- First Niagara
- Blue Cross Blue Shield
- M&T Bank
- Independent Health
School of Engineering

UB is a premier research-intensive public university and a flagship institution in the 64-campus State University of New York (SUNY) system. UB’s School of Engineering and Applied Sciences, led by Acting Dean Rajan Batta, is the largest and most comprehensive public school of engineering in New York. Annual research expenditures are around $50 million and the school’s per faculty research expenditure places it in the top 10 percent of U.S. engineering schools. The engineering departments are: Biomedical; Chemical and Biological; Civil, Structural and Environmental; Computer Science; Electrical; Industrial and Systems; and Mechanical and Aerospace.

The UB Office of Science, Technology Transfer, and Economic Outreach (STOR) is UB’s interface between the inventive work of faculty and students and the applied commercial development that benefits society.

The New York State Center for Engineering Design and Industrial Innovation (NYSCEDII) develops next-generation design, manufacturing, product and process development tools.

Directed Energy, a NYSERDA-funded program, seeks to facilitate the emergence and growth of an alternative energy technology and business cluster in Western New York.

The Office of the Vice President for Research & Economic Development and its constituent units have overall responsibility for UB’s research enterprise, creating an atmosphere of creativity, collaboration and community.

The Center for the Arts Video Production Group is a professional television and video outlet dedicated to enhancing communication about the Center for the Arts, UB and affiliated groups.

The School of Management’s Center for Entrepreneurial Leadership (CEL) promotes business growth in Western New York through leadership development and experiential learning.

The UB Alumni Association (UBAA) provides support for and services to more than 220,000 alumni worldwide, creating and promoting lifelong bonds with graduates.

1987
The Strategic Partnership for Industrial Resurgence (SPIR) grant is created to subsidize university-led engineering projects at New York companies.

1987
The first project of The Center for Industrial Effectiveness (TCIE) is undertaken at MRC Bearings of Chautauqua County, N.Y.

1999
The arrival of ISO implementation and audit services helps companies boost performance of their business management systems.

1994
The Lean Enterprise Program debuts, featuring services that maximize customer value while minimizing waste.

2001
Community Partners

Empire State Development (ESD) is the chief economic development agency driving job growth, strategic investment and prosperity in New York State.

The Buffalo Niagara Enterprise (BNE) provides comprehensive economic development assistance to companies looking to expand to the Western New York region.

The primary purpose of the Amherst IDA is to promote regional employment growth through the attraction, expansion and retention of companies within the Town of Amherst.

The Buffalo Niagara Partnership (the Partnership) advocates for policies and resources to increase private-sector investment and jobs, and offers services aimed at business success.

The Niagara County Center for Economic Development facilitates economic growth and expansion and provides information support for businesses and the public.

The University Economic Development Association (UEDA) is aimed at enhancing economic development nationwide through innovation and entrepreneurship.

The mission of the Erie County Industrial Development Agency (ECIDA) is to provide the resources that encourage investment, innovation, growth and global competitiveness in Erie County.

The Association of Public and Land-grant Universities (A\P\L\U) is a research and advocacy organization of public research universities, land-grant institutions, and state university systems that advances learning, discovery and engagement.

2004


2008

The Six Sigma Program is rolled out to the corporate world and UB students, providing access to the problem-solving methodology.

2009

Advanced curricula - the Certified Lean Professional, Master Black Belt, Change Management Program - gives professionals an edge.

2010

The Lean Sigma Blue Belt certification program enters the market to help health field providers improve patient satisfaction.