



# State Materials and Tests Division – Operations Support

## State Materials and Tests Division Summary

*This classification is within the Tennessee Department of Transportation (TDOT) Bureau of Engineering. The State Materials and Testing (M&T) Division plays a key role in developing performance-oriented solutions for Tennessee's ever-changing transportation needs. The Division focuses on the resiliency and sustainability of TDOT's transportation system by minimizing consumption of non-renewable resources, increasing the flexibility of the highway network, and implementing cost-effective innovation into the transportation system.*

*The M&T Division establishes the criteria for the acceptance, verification, and certification of materials and products used on TDOT projects and ensures that all materials used in the construction and maintenance of Tennessee's highways meet all contractual requirements and appropriate TDOT, ASTM, and AASHTO specifications. The Division provides timely solutions to material-related concerns and technical training to TDOT and its transportation partners.*

## Operations Support

*The Operations Support (OS) Section is comprised of Administrative Services and Research along with Product Evaluation. The OS Section is responsible for the testing and evaluation of all new products proposed for use in TDOT's highway program. The OS Section is responsible for evaluating all specialty products and materials production submissions. The OS Section is an active participant in NTPEP technical committees and administers the materials portion of SiteManager and AASHTOware Project. The OS Section provides broad administrative and procurement support to the State Materials and Tests Division.*

**Commented [MC1]:** Intended the name to reflect that it is housing functions that support TDOT Operations staff

## EPIC Modifications

- *The OS Section did not exist previously and was formed by combining Administrative Services and Research with Product Evaluation*
- *The OS Section performs functions that provide support services throughout State M&T and Operations, including administrative duties, materials project and producer records, procurement, technician training, QPL maintenance, and SiteManager maintenance*
- *The management and administration of State M&T's technician training program is accomplished as part of the OS Section*

**Commented [MC2]:** PE positions never existed here, not a change



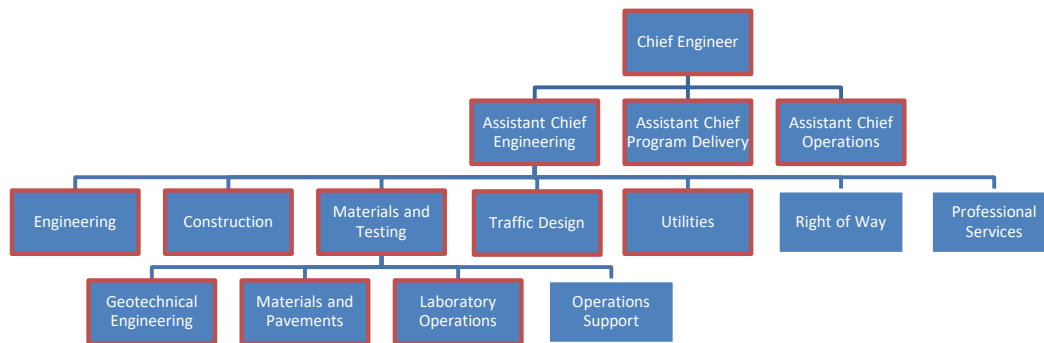
## Benefits

- Provides improved organizational management and structure to record retention, procurement, and other administrative functions
- All operational support activities are consolidated under one manager

## Challenges

- Ensuring continuous and effective collaboration is occurring throughout the State M&T Division
- Ensuring accountability in establishing and delivering on Performance Metrics
- Ensuring OS has active participation and integration with the Project Teams as part of a matrix organization in delivering successful projects that meet schedule, budget, and scope requirements

## Functional Organizational Chart



## Section Responsibilities

- Research and implement emerging technologies that improve the efficiency, effectiveness, reliability, and safety of TDOT's transportation network
- Provide a well-defined and organized system within TDOT to address requests from various sources for consideration of new products developed for use in road and bridge construction or in maintenance that will



*have the potential to fulfill a real need, economically provide a satisfactory level of service, and not covered by existing specifications*

- *Maintain the QPL*
- *Serve as TDOT's subject matter expert for qualified, specialty and proprietary products*
- *Serve as TDOT's SiteManager administrator and liaison for external partners that use SiteManager*
- *Receive, organize, file, and retain field and lab records*
- *Prepare materials certifications for FHWA*
- *Manage the State M&T training program and coordinate and schedule training for the State M&T Division*
- *Participate in the National Transportation Product Evaluation Program (NTPEP) coordinated by AASHTO*
- *Perform in-house research on QPL items*
- *Implement performance metrics and ensure the OS Section performance metrics are met*
- *Participate in peer exchange, fostering collaboration both internally and with relevant partners to share ideas, skills, and insights to get the best results*
- *Facilitate recruitment of future staff and provide incentives to learn and grow in the area of State M&T by developing and implementing a Work Force Development plan that includes training to assist with retaining new hires*

## Section Metrics and Performance Goals

- *Ensure QPL specifications, guidelines, policies, and practices are kept current to reflect products qualified for use in TDOT projects*
- *Earn some level of satisfaction score on internal and external customer surveys*
- *Meet some defined level of training produced / provided*
- *Meet some defined level of employees trained to sample/test materials during construction*
- *Meet some responsiveness level – time and quality – assisting with SiteManager issues*
- *Ensure all federal aid projects have appropriate materials certifications*
- *Need records and procurement metrics*

## Internal Partners

- *M&T sections*
- *State and Region labs*
- *TDOT Regions*
- *Project Teams*



## External Partners

- *Producers of qualified products*
- *NTPEP*
- *AASHTO COMP*
- *Local municipalities and other state agencies – using QPL and/or SiteManager*
- *Design and CEI Consultants – using QPL and/or SiteManager*
- *Federal Agencies*

## Data Systems

- *TBD*