



International Society for Performance Improvement

Potomac Chapter

ISPI Potomac serves greater Washington, D.C.

Performance Improvement at the Transportation Security Administration

Terry Bickham

Leader - Learning and Development Services
Deloitte Services LP

A "Knowledge You Can Use Tomorrow" Program

Wednesday, June 10, 2009 – 6:00 to 8:30 p.m.

Deloitte Services LP, 555 12th Street, NW, Washington, DC

Three ways to reserve your seat:

- 1. Click on "Register for the June program" on www.ispi-dc.org**
- 2. Send an Email with Your Name & Contact Information with "TSA Performance" in the Subject Line to: programs@ispi-dc.org**
- 3. Call Terry Goodwin, Program Chair (202) 546-8483**

ISPI Members/Students: \$15 Non-Members: \$25 Pay Cash/Check at the Door

The Transportation Security Administration (TSA) was created in November 2002 in response to the tragic events of September 11, 2001. In less than a year, passenger and baggage screening at every one of the nation's 459 commercial airports was transitioned to TSA security officers. The hiring, training and implementation of about 60,000 screeners in such a short time was the largest mobilization of a workforce since WW II. It was also a wonderful opportunity to put performance improvement into practice!

In this informative and relevant session, participants will learn about some of the screener performance challenges TSA faced and conduct a mini performance analysis based on their own experiences as an airline passenger subjected to TSA security screening. Terry will share some of the results and impact of a performance analysis he conducted when he led learning and development at the TSA.

Terry Bickham currently leads Learning and Talent Development Services for the Deloitte U.S. firms. There, he has responsibility for learning operations, including delivery of hundreds of classroom-based programs, e-learning, and virtual classroom support for nearly 45,000 professionals. Before joining Deloitte, Terry was a senior executive with the U.S. government, having served as the Chief Learning Officer at the Library of Congress and as the Assistant Administrator for Workforce Performance and Training at the Transportation Security Administration (TSA). Terry has been published in leading professional publications and was profiled on the cover of CLO Magazine. Terry has a master's degree in educational technology from San Diego State University and a master's in Human and Organizational Learning from The George Washington University in Washington, DC.