



**Training Proposal for:
International Technologies & Systems
Corporation dba ITSCO**

Small Business ≤ \$50,000

ET16-0170

Approval Date: August 28, 2015

ETP Regional Office: North Hollywood **Analyst:** M. Reeves

CONTRACTOR

- Type of Industry: Wholesale Trade
Manufacturing
Priority Industry: Yes No
- Number of Full-Time Employees
California: 81
Worldwide: 100
Number to be trained: 81
Owner Yes No
- Out-of-State Competition: Customers Outside CA
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 3%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$48,438
- In-Kind Contribution: \$49,000

TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SB <100 Priority Rate	Advanced Tech, Business Skills, Computer Skills, Cont. Imp., Mgmt. Skills, Mfg. Skills, OSHA 10	81	8-60	0	\$598	\$16.02
				Weighted Avg: 23			

- Reimbursement Rate: Job #1: \$26 SB Priority
- County(ies): Alameda, Orange
- Occupations to be Trained: Administrative Staff, Information Technology Staff, Marketing/Product Management Staff, Engineering Staff, Sales Staff, Operations Staff, Quality Assurance Staff, Service Center Staff, Technical Support Staff, Manager
- Union Representation: Yes
 No
- Health Benefits: Job #1: \$2.63 per hour

SUBCONTRACTORS

- Development Services: N/A
- Administrative Services: N/A
- Training Vendors: To Be Determined

OVERVIEW

International Technologies & Systems Corporation dba ITSCO (ITSCO) is a wholesaler and distributor of bar code software, printers and scanners, as well as magnetic stripe readers, decoders and terminals. ITSCO also designs and manufactures automatic identification products and components such as magnetic stripe readers, smart and contactless card readers/writers, bar code readers, document scanners, point of sale keyboards, and Secure PIN Entry products. Founded in 1985, the Company is headquartered in Cypress, and also has a R&D facility in Fremont. The Company's primary manufacturing facilities are located in Asia; however, some light manufacturing functions do take place at the Fremont facility. The proposed training will take place at both California locations.

ITSCO operates in an industry that is rapidly changing from magnetic stripe payment technology to chip-based EMV (Europay, MasterCard, and Visa) technology. This shift in automatic identification technology and equipment requires ITSCO to thoroughly upgrade the knowledge

and skills of its workforce. In addition, the Company has identified a need to improve the level of communication and coordination between its two California facilities.

Training Plan

Business Skills – Training will be offered to all occupations. Training will focus on product knowledge, sales, inventory control, contract administration and managing priorities. This training will help workers improve customer relations and project management skills, as well as equip them with better planning and communication skills to solve problems more effectively.

Computer Skills – Training will be offered to all occupations. This training will help staff to become more proficient in the use of business software solutions in the areas of resource planning, inventory control, sales forecasting, order tracking and document control.

Continuous Improvement – Training will be offered to all occupations. Training emphasis will be in process improvement, quality management and control, problem solving, and workplace organization principles. Training is designed to streamline and standardize processes, reduce cycle time, and maximize worker efficiency.

Management Skills – Training will provide Managers with the leadership, project management, planning, and communication skills needed to become more effective leaders in a high-performance workplace.

Manufacturing Skills – Training will be offered to Engineers and Service Center Staff. ITSCO performs light manufacturing at its Fremont facility. Training will focus on machine operation (Lathes, Milling and Drilling), CNC Machining, and use of Rapid Prototype machines. Training is designed to improve productivity and product quality, as well as enhance workers' overall knowledge of manufacturing processes.

Advanced Technology (AT) – Training will be provided to Information Technology Staff and Engineers who are responsible for complex programming, engineering and design. Training will include software/firmware programming, 3D design, and secure coding.

The AT courses outlined in the Curriculum require specialized training on complex network equipment and sophisticated software. Therefore, these courses will be delivered with a trainer-to-trainee ratio not exceeding 1:10, thus allowing for in-depth coverage and personal attention from highly skilled subject matter experts.

Certified Safety Training

OSHA 10 – This training is a series of courses “bundled” by industry sector and occupation. It consists of 10 hours of classroom or CBT training for journey-level workers. Training will be offered to Service Center and Operations Staff. The coursework is geared to construction work and also manufacturing. Completion of the training results in a certificate that expands employment opportunities. The coursework must be approved by Cal-OSHA, and the instructors must be certified by Cal-OSHA.

RECOMMENDATION

Staff recommends approval of this proposal.

Exhibit B: Menu Curriculum

Class/Lab Hours

8 - 60

Trainees may receive any of the following:

ADVANCED TECHNOLOGY

- ✦ CAD
 - Solid Works 3D – Dassault Systems
 - OrCAD Schematic Capture – Cadence Design Systems
 - PADS Power PCB – Mentor Graphics
- ✦ Software/Firmware Programming
 - C/C++
 - Java
 - Web Services
 - Software Revision/Release Control
 - Secure Code Techniques
- ✦ Graphic Design
- ✦ Intermediate/Advanced Proficiency in HTML
- ✦ Hardware Design for Non-Engineers
- ✦ Software Design for Non-Engineers

BUSINESS SKILLS

- ✦ Inventory Control Principles
- ✦ Product Build Structure
- ✦ Product Training
 - Introduction to Products
 - Model Designation
- ✦ Effective Sales Negotiation
- ✦ Conflict Resolution Skills
- ✦ Sales Forecasting Methods
- ✦ Relationship Building and Networking
- ✦ Sales Presentations that Win
- ✦ Effective Presentation
- ✦ Creating and Selling a Business Plan
- ✦ Contracts Administration
- ✦ Mastering Sales Opportunity
- ✦ Sales Prospecting & Appointment Setting
- ✦ Handling Sales Objections
- ✦ Managing Your Sales Pipeline
- ✦ Managing Priorities
- ✦ Professional Development
 - Accountability
 - Emotional Intelligence
 - Influencing
 - Managing Cultural Differences
 - Managing Difficult Conversations
- ✦ Improving Team Effectiveness
- ✦ Business Writing
- ✦ Consultative Approaches
- ✦ Principles of Accounts Payable & Collections
- ✦ Cost Accounting
- ✦ Operational Forecasting

- ✦ Material Resource Planning
- ✦ Procurement & Sourcing Management
- ✦ Organizational and Planning Skills
- ✦ Europay, MasterCard, Visa Training (Industry-Specific)

COMPUTER SKILLS

- ✦ Computerized Sales Forecasting
- ✦ ADP WorkForce Now (HRIS/Payroll System)
- ✦ Inventory Control Systems
- ✦ Purchase Order Tracking
- ✦ Revision and Document Control Management
- ✦ Sales Force Customer Relationship Management Application
- ✦ Confluence – Atlassian (Collaboration Application)
- ✦ Agile – Atlassian (Issue Tracking Application)
- ✦ JIRA – Atlassian (Project Management Application)
- ✦ Expandable/TipTop Applications
- ✦ HTML Basics
- ✦ Arena
- ✦ Excel

CONTINUOUS IMPROVEMENT

- ✦ Project Management
- ✦ Problem Solving
- ✦ Process Improvement
- ✦ Total Quality Management
- ✦ ISO 9001 Systems
- ✦ Cycle-Time Reduction Techniques
- ✦ Cycle-Time Management Techniques
- ✦ IPC 610 Training for Inspectors & Assemblers
- ✦ Methods of Continuous Process Improvement
- ✦ Effective Root Cause Analysis
- ✦ Internal Auditing
- ✦ Documenting Processes
- ✦ 5S Principles
- ✦ Kaizen Principles
- ✦ Key Process Indicators
- ✦ Variation/Process Control
- ✦ Quality Concepts
- ✦ Design for Manufacturing Acceptability
- ✦ Production Scheduling & Control Strategies
- ✦ Developing Statistical Process Control
- ✦ Warehouse & Inventory Management
- ✦ Transportation/Freight Management & International Logistics
- ✦ Train-the-Trainer

MANAGEMENT SKILLS (Managers/Supervisors Only)

- ✦ Effective Leadership & Communication
- ✦ Team-Building
- ✦ Effectively Communicate Goals and Expectations
- ✦ Motivation
- ✦ Behavior Style Strategies (Managing Personalities)
- ✦ Effective Delegation Skills/Techniques

- + Performance Management
- + Coaching and Mentoring
- + Strategic Planning, Monitoring, Evaluations
- + Managing Across Global Locations & Culture
- + New Supervisor Training (hands on, inflows, time studies, etc.)
- + Building Employee Engagement
- + Lean Six Sigma
- + Keeping Talent
- + Senior Management Program
 - o Accountability
 - o Change Management
 - o Decision Making
 - o Delegation
 - o Giving Feedback
 - o Influencing
 - o Managing Conflict

MANUFACTURING SKILLS

- + Machining Training (Lathes, Milling, Drilling)
- + CNC Machining/Programming
- + Rapid Prototype Machines (FDM, SLC, etc.)
- + Certified Forklift Training
- + OSHA 10-Hour Outreach Training
- + Powered Industrial Truck Operator Training
- + TR39 Pin Security & Key Management Training

OSHA 10 (OSHA Certified Instructor)

- + OSHA 10 (requires completion of 10 hours)

Note: Reimbursement for retraining is capped at 60 total training hours per trainee, regardless of the method of delivery.