



RETRAINEE - JOB CREATION

Training Proposal for:

Karl Storz Endoscopy-America, Inc.

Agreement Number: ET16-0123

Panel Meeting of: July 24, 2015

ETP Regional Office: North Hollywood

Analyst: E. Fuzesi

PROJECT PROFILE

Contract Attributes:	Priority Rate HUA Medical Skills Training Job Creation Initiative	Industry Sector(s):	Manufacturing Wholesale Trade Healthcare Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Los Angeles, Santa Barbara	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 418	U.S.: 2,088	Worldwide: 7,198
<u>Turnover Rate:</u>	10%		
<u>Managers/Supervisors:</u> (% of total trainees)	12%		

FUNDING DETAIL

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Program Costs</td></tr> <tr><td style="text-align: center;">\$508,848</td></tr> </table>	Program Costs	\$508,848	-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">(Substantial Contribution)</td> <td style="text-align: center;">(High Earner Reduction)</td> </tr> <tr> <td style="text-align: center;">\$0</td> <td style="text-align: center;">\$0</td> </tr> </table>	(Substantial Contribution)	(High Earner Reduction)	\$0	\$0	=	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Total ETP Funding</td></tr> <tr><td style="text-align: center;">\$508,848</td></tr> </table>	Total ETP Funding	\$508,848
Program Costs												
\$508,848												
(Substantial Contribution)	(High Earner Reduction)											
\$0	\$0											
Total ETP Funding												
\$508,848												

In-Kind Contribution:	100% of Total ETP Funding Required	\$1,422,922
-----------------------	------------------------------------	-------------

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 Priority Rate	Advanced Technology, Business Skills, Commercial Skills, Computer Skills, Cont. Impr., HazMat, Mgmt. Skills, Mfg. Skills	418	8-200	0-100	\$936	\$16.90
				Weighted Avg: 52			
2	Retrainee Job Creation Initiative	Advanced Technology, Business Skills, Commercial Skills, Computer Skills, Cont. Impr., HazMat, Mgmt. Skills, Mfg. Skills	56	8-200	0-100	\$2,100	\$16.90
				Weighted Avg: 105			

Minimum Wage by County: Job Number 1, Priority Retrainee: \$15.97 for Los Angeles and \$15.07 for Santa Barbara Counties. Job Number 2, Retrainee-Job Creation: \$13.31 for Los Angeles County, and \$12.33 for Santa Barbara County.

Health Benefits: Yes No This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: Yes No Maybe

Although employer provides health benefits, they are not being used to meet Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
<u>Job Number 1</u>		
Administrative Staff		34
Support Staff		98
Business Analyst		3
Financial Analyst		35
Engineer		4
Operations Staff		40
Sales Staff		24
Buyer		9
Technician		119
Jr. Manager		15
Manager		17
Sr. Manager		20

<u>Job Number 2</u>		
Administrative Staff		1
Analyst		9
Engineer		2
Operations Staff		2
Sales Staff		11
Support Staff		12
Technician		13
Manager		6

INTRODUCTION

The Karl Storz group of companies (www.karlstorz.com) is a global manufacturer and distributor of endoscopes, medical instruments, and devices operating in over 40 countries. Karl Storz consists of manufacturing and research and development (R&D) entities in the United States and Europe, as well as distribution companies around the world.

This is KSEA's first ETP contract. Karl Storz Endoscopy-America, Inc. (KSEA) is the US headquarters and the main sales and distribution entity of endoscopes, instruments, imaging systems, electromechanical devices for all surgical specialties. KSEA also engages in designing, engineering, manufacturing, marketing, repairing and distributing endoscopic equipment. Four facilities located in El Segundo and Goleta will participate in this Agreement. KSEA will hold the contract, and will also serve as the lead employer for its three closely-affiliated entities:

- Global Care Quest, Inc. (GCQ) in El Segundo: a subsidiary of KSEA, providing visual clinical intelligence systems, a software program that allows for data integration of medical records to surgeons and clinicians;
- Karl Storz Veterinary Endoscopy-America, Inc. (KSVEA) in Goleta: develops endoscopy products and video imaging systems for use in veterinary practice offering a wide range of endoscopes, video cameras, and accessories.
- Karl Storz Imaging, Inc. (KSI) in Goleta: a subsidiary of KSVEA, designing and manufacturing digital video imaging systems for the medical industry used in urology, ENT, gynecology, surgery, research, surgical microscopy, and industrial inspection.

New technology in the imaging industry requires companies to develop products that provide a sharper image, wider view and smaller instruments. Until recently, scopes were using fiber optic technology, followed by computer chips, and HD imaging. Now, technology has advanced to 3D imaging. The light sources have gone through similar advancements from light cables to a small light source at the end of the scope.

KSEA sells thousands of different products in several distinct product lines, the majority being reusable, and developed through collaboration with clinicians. Over a thousand new products are being added to the Company's catalogue each year. These new offerings are results from the Company's efforts to co-develop new products, and improve existing endoscopy technology, equipment, and instruments with surgeons, and through KSEA's R&D group and marketing force. KSI's R&D staff works independently on new technological developments, such as miniaturization, emission control, and adaptation to new imagers; as well as with surgeons who assist in the development of highly sophisticated products with complex techniques, such as HD and 3D camera chips with wide view lenses and a design that will not harm the patient.

Due to KSEA's new product offerings in the ever increasing areas of minimally invasive surgical techniques, evolving customer demands and new technologies across endoscopic surgical disciplines, KSEA's list of new products continues to grow, while existing products remain in production. Employees need continuous training to keep up with the changing market demands, new products, tools and technology, and provide the ability to operate at the highest quality standards. To attain and maintain these standards, the Company has adopted, sophisticated statistical process control and automation in manufacturing, as well as rigid qualification standards for component and materials' suppliers.

Retrainee - Job Creation

In support of Job Creation, the Panel is offering incentives to companies that commit to hiring new employees. Under the Retrainee-Job Creation program, training for newly-hired employees will be reimbursed at a higher rate and trainees will be subject to a lower post-retention wage.

KSEA has committed to hiring 56 new employees (Job Number 2). The date-of-hire for all trainees in the Job Creation program will be within the three-month period before contract approval or within the term-of-contract. These trainees will be hired into "net new jobs" as a condition of contract.

KSI recently purchased a 102,000-square-foot building to consolidate its existing operations at three leased sites and provide room for growth. A major driver of that growth is processing video, where the Goleta facility has emerged as a key player within the Company's global operation. Tapping into the potentials of full HD technology for medical diagnostics providing more image detail, greater sharpness, more brilliant colors, and much better ergonomics ensure a true qualitative breakthrough in modern endoscopy. New Innovative visualization technology products are constantly being developed under Storz Professional Image Enhancement System. KSI applies for about 25 to 50 patents each year such as smaller lenses, antifog, auto zoom, new layout designs offering surgeons additional improvements for homogeneous illumination of the endoscopic image, contrast enhancement, or tissue differentiation through color shifting.

To stay successful, the Company needs motivated employees who develop a fascination with medical progress, and want to make a difference in shaping the future of medicine in the field.

High Unemployment Area

186 trainees in Job Number 1 work in a High Unemployment Area (HUA), a region with unemployment exceeding the state average by at least 25%. The Company's location in El Segundo qualifies for HUA status under these standards. However, KSEA is not asking for a wage modification.

PROJECT DETAILS

Vocational training at KSEA is planned and measured with a focus on long-term success. Training staff at all levels and all functions allows staff members to familiarize themselves with the principles of the Karl Storz's quality philosophy, and to optimally support and prepare them for their roles within the Company, combining years of experience with new knowledge. Continual training and further education is an important element in mastering future challenges in technology, and is a high priority.

Training Plan

Business Skills (10%) – Training will be offered to all occupations based on job functions to provide better ways of identifying customer needs, solve problems, learn about new products, and improve service delivery. Training will cover the Company's philosophy for servicing customers. The courses are designed so employees can sharpen their skills in delivering excellent service to achieve the highest customer satisfaction.

Commercial Skills (8%) – Training will be offered to Sales Staff to provide industry and product specific knowledge regarding products and other offerings. Product Knowledge will help trainees properly inform customers of specific products and tools.

Computer Skills (7%) – Training will be offered to all occupations to help employees become proficient in navigating/working in the Company's internal systems necessary to perform their job functions and to keep updated on improved/upgraded platforms.

Continuous Improvement (20%) – Training will be offered to all occupations in order to ensure employees are maintaining the necessary skills to perform their job functions effectively. Courses will equip trainees with the right tools to be proficient in serving customers, and familiarize them with systems applications, policies, procedures, and departmental guidelines. Courses will cover Process Control to maintain a specific output each time a process is performed. Problem Solving will resolve issues in an orderly manner, and Teambuilding will provide accountability, mentoring, and conflict management principles. Quality Concepts will focus on quality assurance and quality management principles. Process Improvement will use organizational development using Kaizen principles. Strategic Planning will give trainees clearly defined directions of processes, design, product, and decision making for implementation, evaluation and monitoring.

Hazardous Material (5%) – Training will be offered to Operations Staff and Technicians to handle hazardous materials and chemicals, and learn the correct way to clean and dispose of such materials.

Management Skills (10%) – Training will be offered to Managers to help develop and improve skills of those in managerial roles. Courses will cover leadership topics in decision making, motivation, administration, and teambuilding. These courses will facilitate a better working environment, decrease turnover, and increase employee satisfaction.

Manufacturing Skills (25%) – Training will be offered to Operations staff, Sales Staff and Technicians to provide skills in product creation and/or assembly. Staff will also be trained and cross-trained on specific process improvement procedures, equipment and machinery operation.

Advanced Technology (15%)

Advanced Technology (AT) will be offered to Analysts, Engineers, Technicians, and Manager occupations involved in the production or the use of the most sophisticated technology, equipment and software. Expected results of these trainings will lead to more advanced product offerings. The trainer-to-trainee ratio is 1:10 for AT, to allow in-depth coverage and personal attention from the instructor.

AT trainees require specialized training due to the highly technical nature of the operations. Training will include systems to improve the video imaging systems, digital imaging systems, visual clinical intelligence system, industrial inspections, special testing procedures, and R&D. These trainings are essential to the core operations of the company, and require additional

effort and processes to create maintain and update course contents. Course developers are experts in their field of engineering and design. As such, AT training requires additional costs beyond the standard training expenses, and is reimbursed at a higher fixed-fee rate.

Computer-Based Training (CBT)

Normally, CBT hours are capped at 50% of total training hours per-trainee. However, under this proposal, KSEA is asking to be reimbursed for up to 80% CBT for select trainees in Analyst, Buyer, Engineer, Operations, Sales, and Technician occupations. While these trainees will also receive training via class/lab method, the majority of their training consists of CBT.

KSEA sets and maintains high standards in regards to continuous vocational training as an important element in ensuring long-term success with the growing complexities of surgical techniques. The Company is heading in the direction of having the majority of the comprehensive training programs offered via CBT, and continuously adapting to the newest developments. CBT provides a platform for highly technical training without disrupting business operations through a highly flexible, self-guided training method. The Company is shifting towards offering more courses via CBT, as it mirrors the way employees work on various projects with shifting responsibilities. This model accounts for limited-time schedules, quick and effective skills improvements, by allowing trainees to access mandatory training when it's needed at a convenient time and location. CBT courses are developed internally to capture frequent program and software updates, and facilitate smooth training roll-outs. As such, CBT increases both productivity and learning for KSEA trainees.

Certified Safety Training

Hazardous Materials (HAZMAT) Training is a series of courses, specific to industry sectors involved in the transport of hazardous materials. The coursework varies in length depending on the industry and the occupational title, as organized in five levels ranging from "first responder" to "incident commander." It is generally a minimum of 24 hours with an 8-hour annual refresher. In this proposal, Operations Staff and Technicians will receive up to 24 hours of classroom training. This coursework is not under Cal-OSHA, but is administered under the Department of Transportation and CalTRANS. There are various certification entities for the coursework and instructors. In this proposal, certification is by AZ Safety Consultants of Santa Barbara.

Commitment to Training

KSEA's training budget is \$700,000 for its El Segundo, and \$1,300,000 for its Goleta facilities. This includes training in Internal Processes, Contracts Training, Electronic Data Interchange, and other internal software training on KSEA's ERP system.

The proposed ETP-funded training will allow KSEA to implement more training initiatives, increase training efforts, and expand quality workforce by allowing training on a larger scope, accelerating employee development, and enhancing competencies. ETP funds will not displace the existing financial commitment to training. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

➤ Training Infrastructure

KPMG has been retained to assist with enrolling trainees, recording training hours, preparing quarterly reports regarding progress, assist with monitoring meetings, project set-up/close out, and other services as needed. The Company's project team will consist of 13 individuals employed by KSEA, and its participating affiliates.

Impact/Outcome

The overall objective of training is to promote professional development of new and existing employees while providing the necessary relevant job skill sets, and building new knowledge. With the growing number of products being introduced by the Company, and the changing business environment, it is imperative that employees are continually educated about customer needs. Training outcomes will generate an increase in sales and a decrease in employee turnover. Certifications will include Department of Defense Information Assurance Certification and Accreditation Process to allow KSEA to bid and build products for the US Military Hospital.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

KSEA retained KPMG in Irvine to assist with development of this proposal for a flat fee of \$46,070.

ADMINISTRATIVE SERVICES

KPMG has been retained to perform administrative services for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum**Class/Lab Hours**

8-200 Trainees may receive any of the following:

BUSINESS SKILLS

- Anatomy of the Sales Representative
- Business Writing
- Communication
- Correction of Problems
- Crucial Conversations
- Customer Service Skill Building
- Customer First
- Whole Cultured Cell Supernatant (WCCSU)

COMMERCIAL SKILLS

- Certified Medical Professional
- Clinical Skills Urology Scrub Up Workshop
- Product Knowledge

COMPUTER SKILLS

- DoD Information Assurance Certification and Accreditation (DIACAP) Change Control Process
- Information Assurance (IA) Field Installation and Support Policies and Procedures
- Information Assurance Vulnerability Management (IAVM) SOP
- IT Applications
- IT Service Desk Training
- MS Office (Intermediate, Advanced)
- Preboot Execution Environment (PXE) Image Load
- Retina Scanning
- Security Content Automation Protocol (SCAP)
- Silver Image Creation
- Stand Alone Disk Image Load

CONTINUOUS IMPROVEMENT

- Accountability
- American Management Association (AMA) Management Training
- CS-Skill Building What skill?
- Efficiency/Productivity
- Internal Processes
- Internet Process Communication (IPC)
- ISO 1345,
- ISO 14001
- Kaizen
- Customer Service Policies and Procedures Advance
- Customer Service Policies and Procedures Basic
- Karl Storz University (KSU) Conflict Management Mentor Program
- Professional in Human Resources (PHR) Course
- Policies & Procedures
- Process Improvement

- Product Integration
- Project Management
- International Project Management Association (IPMA) Training
- Quality Concepts
- Strategic Planning
- Teambuilding

HAZARDOUS MATERIALS

- Disposable Spills

MANAGEMENT SKILLS (Managers only)

- Accelerated Leadership Program (ALP)
- Director Leadership Program (DLP)
- High Performers
- Organization Leadership

MANUFACTURING SKILLS

- Equipment Operation
- Forklift
- Machining
- Manufacturing Processes
- Media Transfer Protocol (MTP) Test Procedures and Processing

Safety Training cannot exceed 10% of total training hours per-trainee (This cap does not apply to Hazmat)

AT Hours

0-30

- Advanced Technology
- Capability Maturity Model (CMM) Program Training
- Engineering (Video Image)
- Machine Programming

CBT Hours

0-100

BUSINESS SKILLS

- Communication: Improving Your Emotional Intelligence Skills 1
- Communication: The Impact of Situation and Style When Communicating with Diplomacy & Tact 1
- Professional Development: Building Trust 1
- Teaming: Elements of a Cohesive Team 1
- Communication: Strategies for Resolving Workplace Conflict 1
- Customer Service (CS)_METRICS 1
- CS_OPS GUIDELINES 1
- CS_Sales Partners Calibration 1
- CS_Systems Applications & Products (SAP) SOM Cockpit 1
- CS_SERVICE EXCELLENCE 1
- CS_Verint Quality Monitoring 1
- Document Change Request 0.5
- Document Change Request Log 0.5
- Document Controls 1

• Document Numbering	0.5
• Handling, Storage, Distribution and Installation	0.5
• Identification	1
• Labeling Control	1
• Labeling Control Form	0.5
• Labeling Creation Form	0.5
• Labeling Log	0.5
• Packaging, Handling, Storage, Distribution and Installation	1
• Prof Ed, Airway Management: C-MAC Brainshark	8
• Prof Ed, Core, Reprocessing: Fundamentals of Reprocessing Brainshark	8
• Prof Ed, Foundation: Conventions Brainshark	8
• Prof Ed, Foundation: Credit Brainshark	8
• Prof Ed, Foundation: eLoaner 1.5 eLearning	30
• Prof Ed, Foundation: ETS Brainshark	8
• Prof Ed, Foundation: GCQ Overview Brainshark	8
• Prof Ed, Foundation: Internal Customer Support Brainshark	8
• Prof Ed, Foundation: Inventory Management Brainshark	8
• Prof Ed, Foundation: iQuery Brainshark	8
• Prof Ed, Foundation: iSAP Brainshark	8
• Prof Ed, Foundation: Library Brainshark	8
• Prof Ed, Foundation: Marketing Communications Onboarding Brainshark	8
• Prof Ed, Foundation: Samples Audit Brainshark	8
• Prof Ed, Head and Neck: Navigation Panel Unit (NPU) Assembly Brainshark	8
• Prof Ed, Manager Training: KARL STORZ Coaching Brainshark	8
• Prof Ed, Manager Training: KARL STORZ Selling Skills Brainshark.	8
• Prof Ed, OR1: Networking 101 Brainshark	8
• Prof Ed: TelePack X Brainshark	8
• Purchasing Controls	1

COMPUTER SKILLS

• Acceptance Activities	2
• Coding Guidelines	2
• CS_Avaya One-X Agent	1
• Cyber Awareness Challenge	1
• DIACAP Implementation	1
• DIACAP OS Hardening Configuration	2
• DIACAP Overview	1
• DIACAP SQL Server Installation	2
• DICOM Installation	2
• Enhancing Information Assurance through Physical Security	2
• GCQ Server Maintenance	2
• HI7 Server Installation	2
• Identifying and Safeguarding	1
• IEW1 Acceptance Activities	2
• IEW1 Configuration	2
• IIS Installation Guide	2
• Information Assurance Policy & Technology (IAP&T)	4.5
• LYNDA.COM -excel, specific courses	4
• Media Monitor Installation	2
• MedServer Installation	2

• MS Office: Visually Enhancing PowerPoint 2010 Presentation	1
• Operating System Installation	2
• Personally Identifiable Information (PII)	1
• PivotTables and PivotCharts in Excel 2010	1
• Pre-Production Configuration	2
• Privileged User IA Responsibilities	0.5
• Prof Ed, Core, Video Imaging: 9603 Video Cart Videos	10
• Prof Ed, Core, Video Imaging: ICM CCU Video	30
• Prof Ed, Core, Video Imaging: Image 1 eLearning Course	30
• Prof Ed, Core, Video Imaging: Principles of Insufflation eLearning	30
• Prof Ed, Foundation: Xactly Commissions Incentive Software	10
• Prof Ed: eLoaner iPad eLearning	30
• Prof Ed: OR1 eLearning Module with StreamConnect	30
• Server Acceptance Activities	2
• Server Acceptance Checklist	2
• Server Installation Guide	2
• Software Build Instructions	2
• Software Development Environment	2
• Software Verification & Validation Procedure	2
• Source Control Guidelines	2
• SQL Database Installation	2
• SQL Server Activation	2
• SQL Server Installation	2
• SRGs and STIGs	0.5
• Statistical Techniques	2
• Using Public Key Infrastructure (PKI) - PKI Overview	1
• Using PKI Certificates	1
• VIEW1 AIDA Integration Configuration Checklist	2
• VIEW1 AIDA Integration Verification Checklist	2
• VIEW1 Client Installer Configuration	2
• VIEW1 Configuration Checklist	2
• VIEW1 Configuration Guide	2
• VIEW1 Endpoint Protection Installation	2
• VIEW1 Image Station Configuration Checklist	2
• VIEW1 Image Station Configuration	2
• VIEW1 Image Station Installation Verification Checklist	2
• VIEW1 Image Station Installation Verification	2
• VIEW1 Image Station Support	2
• VIEW1 Installation Verification	2
• VIEW1 LABS and Microbiology Interface	2
• VIEW1 LiveData Installation	2
• VIEW1 RAID Configuration	2
• VIEW1 Troubleshooting Guide	2
• VIEW1 Web Installation	2
• Vulnerability Management	2
 <u>COMMERCIAL SKILLS</u>	
• Engineering Notebook Assignment	0.5
• Engineering Notebook Procedure	0.5

- Prof Ed, Airway Management: Clinical Use of the Flexible Intubation Fiberscope 10
- Prof Ed, Airway Management: Dr. George Berci, History of KARL STORZ in Airway Management 10
- Prof Ed, Airway Management: The Potentials of Video Intubation in Neonates 10
- Prof Ed, Airway Management: Use of Fiberoptic Telescopes in Anesthesia 10
- Prof Ed, Airway Management: Video Intubation for Bariatric Surgery 10
- Prof Ed, Core, Neuro-Spine-Microscopy: HD Microsurgical Imaging Systems Brainshark 8
- Prof Ed, Core, Neuro-Spine-Microscopy: VITOM Exoscope Brainshark 8
- Prof Ed, Core, Video Imaging: Power Tower In-Service with Chuck Croteau 10
- Prof Ed, Head and Neck: Functional Endoscopic Sinus Surgery with Prof. Stammberger 10
- Prof Ed, Head and Neck: Registration for Optical Surgical Navigation eLearning Course 30
- Prof Ed, Head and Neck: Sialendoscopy Brainshark 8
- Prof Ed, Head and Neck: Stroboscopy Brainshark 8
- Prof Ed, Surgical Specialties, Arthroscopy: Arthropump Power Fluid Management System Video 10
- Prof Ed, Surgical Specialties, Arthroscopy: Hip Portal System Video 10
- Prof Ed, Surgical Specialties, Arthroscopy: Knee Arthroscopy, Portal Placement & Examination Course 10
- Prof Ed, Surgical Specialties, Arthroscopy: The Shoulder, Anatomical Knowledge Update 10
- Prof Ed, Surgical Specialties, Cardiovascular: SCHOELLHORN Multi-Retractor Brainshark 8
- Prof Ed, Surgical Specialties, CV/Thorax: Understanding CTSNET Brainshark 8
- Prof Ed, Surgical Specialties, Gynecology: Endomat/Equimat Assembly and Operation Guide 10
- Prof Ed, Surgical Specialties, Gynecology: Fluid Management Brainshark 8
- Prof Ed, Surgical Specialties, Gynecology: Rotocut Brainshark 8
- Prof Ed, Surgical Specialties, Gynecology: SupraLoop Brainshark 8
- Prof Ed, Surgical Specialties, Laparoscopy: Laparoscopic Banded Gastric Bypass Video 10
- Prof Ed, Surgical Specialties, Laparoscopy: Laparoscopic Instruments eLearning 30
- Prof Ed, Surgical Specialties, Laparoscopy: Mini-Laparoscopy Brainshark 8
- Prof Ed, Surgical Specialties, Laparoscopy: NOTES and Associated Procedures Brainshark 8
- Prof Ed, Surgical Specialties, Laparoscopy: Pyloric Stenosis Brainshark 8
- Prof Ed, Surgical Specialties, Laparoscopy: Refocusing the EndoCAMEleon 8
- Prof Ed, Surgical Specialties, Laparoscopy: SPA eLearning Course 30
- Prof Ed, Surgical Specialties, Laparoscopy: Transanal Endoscopic Operation Brainshark 8
- Prof Ed, Surgical Specialties, Laparoscopy: X-CONE Assembly Brainshark 8
- Prof Ed, Surgical Specialties, Thorax: EndoCAMEleon VATS Brainshark 8
- Prof Ed, Surgical Specialties, Thorax: KARL STORZ EndoCAMEleon Telescope Video 10

• Prof Ed, Surgical Specialties, Thorax: Minimally Invasive Thoracic Surgery Brainshark	8
• Prof Ed, Surgical Specialties, Urology: AUTOCON II 400 eLearning Module	30
• Prof Ed, Surgical Specialties, Urology: Cysview/PDD eLearning Module	30
• Prof Ed, Surgical Specialties, Urology: PDD Evaluation Process Brainshark	8
• Prof Ed, Surgical Specialties, Urology: PDD Handling False Positive Results Brainshark	8
• Prof Ed, Surgical Specialties, Urology: PDD Prequalification Process Brainshark	8
• Prof Ed, Surgical Specialties, Urology: Photodynamic Diagnosis (PDD) Brainshark	8
• Prof Ed, Surgical Specialties, Urology: Resectoscope Setup Video	10
• Prof Ed, Surgical Specialties, Urology: Scope Safe Laser Fibers Brainshark	8
• Prof Ed, Surgical Specialties, Urology: Video Cystoscopy Brainshark	8
• Prof Ed, Surgical Specialties: Urology Instruments with Richard Bagley	8
• Prof Ed, Urology: The Davalos Access Technique for Percutaneous Nephrolithotomy eLearning Course	30
• Prof Ed: Hospital Navigation	30

CONTINUOUS IMPROVEMENT

• Addendum Form	0.5
• Approved Supplier List	0.5
• CAPA	1
• CAPA Form	0.5
• CAPA Log	0.5
• Change Control	1
• Change Management Log	0.5
• Code Review Checklist	0.5
• Code Review Guidelines	1
• Complaint Handling	1
• CS Mentoring Coaching Model	1
• CS Standards Rollout Assessment East	1
• CS Standards Rollout Assessment West	1
• Design Control	2
• Design Control SDLC Overview	2
• Device Classification/510(k) Form	0.5
• Device History Record	1
• Device History Record (DHR) Content Checklist	0.5
• Device Master Record	1
• DHR Review	0.5
• DMR Review	0.5
• Document Deliverables	1
• Employee Training Matrix	0.5
• Engineering Change Order.	0.5
• FDA Inspection	1
• Field Corrections and Removals	0.25
• GCQ Complaint Committee	0.5
• GCQ Material Review Board	0.5
• GCQ Production Area	0.5
• GCQ Production Traveler	0.5

• GCQ Quality Manual	2
• GCQ Risk Management	1
• GCQ Risk Management Team	0.5
• GCQ Support	0.5
• GCQ TFS Guide	1
• Inquiry Codes	0.5
• Inquiry Form	0.5
• Inquiry Log	0.5
• Internal Audit Log	0.5
• Internal Audit Response Form	0.5
• Internal Audit Response Log	0.5
• Internal Audit Schedule	0.5
• Internal Audits	0.5
• Medication Therapy Management (MTM) Guidelines	1
• New Employee/Individual Training Verification Form	0.5
• Nonconforming Material and Product	1
• Nonconforming Product Report	0.5
• Nonconforming Product Rework Report	0.5
• NPR Log	0.5
• Organizational Chart	0.33
• Phase 1 Review Notes	0.5
• Phase 2 Review Notes	0.5
• Phase 3 Review Notes	0.5
• Phase 4 Review Notes	0.5
• Phase 5 Review Notes	0.5
• Power Messaging: KARL STORZ Corporate Point of View Coaching Video	8
• Production and Process Controls	1
• Prof Ed Knowledge Check Test	8
• Prof Ed, Foundation: George Berci, A Life of Innovation and Achievement	10
• Quality Planning	1
• Quality System Records	1
• Refresher Training	7
• Release to Customer	0.5
• Risk Assessment Guidelines	1
• Root Cause Analysis	1
• Service Log	0.5
• Service Ticket	0.5
• Servicing	1
• Signature Log	0.25
• Signature Log Form	0.5
• Site Information	0.5
• Standards Roll Out	2.5
• Supplier Disqualification Form	0.5
• Supplier Management	1
• Talent Space	4
• QS107 Training	1
• Training Verification Form CFR 820 & 843	0.5
• Unit Test Checklist	0.5
• Unit Testing Guidelines	1
• VIEW1 Image Station Production and Process Flowchart	0.5

- VIEW1 Image Station Troubleshooting Guide 1
- VIEW1 Production and Process Flowchart 0.5

MANAGEMENT SKILLS (Managers only)

- CS Leader's Standards 1
- CS Leaders Standards Rollout Assessment 1
- Differentiating Performance and Pay and Communicating Difficult Pay Messages 0.5
- Driving Employee Engagement Through Informal Feedback and Dealing with Negative Reactions to Performance Feedback 0.5
- Identifying the Root Causes of Performance Issue 0.4
- Introduction to the Mentoring Associates Program 2
- Leadership: Managing Internal Dynamics in a Cross-Functional Team 1
- Making the Right (Peer) Connections and Handling the People Side of Change 0.4
- Management Review Coversheet 0.5
- Management Review 0.5
- Managerial - 360, Time Management, Communications 8
- Meeting Minutes 0.5
- Select the Right On-The-Job Learning Opportunities and Making Training Stick 0.4
- Talking About Pay and Understanding Base Pay Ranges and Managing Year-End Pay Conversations 0.6
- The Art of Delivering Formal Feedback 0.4
- Why Should you Care about Employee Engagements? And Talking About Short Term Incentives 0.6

MANUFACTURING SKILLS

- Distribution - Shipping, Receiving and Stockroom 10
- GD andT Trainings 4

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery. CBT is capped at 50% of total training hours, per trainee.