



DELEGATION ORDER

**Training Proposal for:
Mida Industries, Inc.**

Agreement Number: ET17-0131

Approval Date: June 28, 2016

ETP Regional Office: North Hollywood

Analyst: L. Vuong

PROJECT PROFILE

Contract Attributes:	Retrainee	Industry Sector(s):	Services Priority Industry: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Counties Served:	Los Angeles	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: 210	U.S.:210	Worldwide: 210
<u>Turnover Rate:</u>	11%		
<u>Managers/Supervisors:</u> (% of total trainees)	11%		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$81,600		\$0	\$0		\$81,600

In-Kind Contribution:	100% of Total ETP Funding Required	\$120,768
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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	Business Skills, Commercial Skills, Computer Skills, Continuous Impr., HazMat, OSHA 10/30	136	8-200	0	\$600	\$16.48
				Weighted Avg: 40			

It will be made a condition of contract that trainees will never be paid less than the State or local minimum wage rate as in effect at the end of retention (Final Payment) regardless of the wage expressed in this table. The highest minimum wage rate will prevail.

Minimum Wage by County: \$16.48 per hour for Los Angeles 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

Up to \$2.68 per hour may be used to meet the Post-Retention Wage.

Wage Range by Occupation

Occupation Titles	Wage Range	Estimated # of Trainees
Production Staff		52
Operation Support Staff		37
Administrative Support Staff		22
Frontline Supervisor		15
Project Specialist		10

INTRODUCTION

Established in 1989 with one facility located in Long Beach, Mida Industries, Inc. (Mida) (www.midaindustries.com), is a one-stop provider of comprehensive cleaning and facility support services across California. Mida has over 25 years' experience in janitorial services, healthcare, hospital and surgery centers support, cleanroom-biotech and environmental services and manufacturing and industrial cleaning services. Major customers include hospital and healthcare institutions, federal and municipal government offices, commercial and residential buildings and financial and educational institutions.

Mida has an ongoing service contract with Tesla, located in Fremont. The Company provides cleaning services (for paint booths and tanks/ovens), sanding and painting services for car bodies, environmental controls, assembly workers and critical operations support. Mida is the exclusive janitorial and cleaning service provider for Tesla, through 2017.

Mida meets Out-of-State Competition standards as an Industrial Cleaning Company that regularly competes with service providers located out-of-state. This will be Mida's first ETP Agreement. Training will take place at its Los Angeles location and customers' worksites in California.

Green/Clean Operations

Over the years, Mida has evolved into a full-service operations support organization that focuses on cleaning for health and to maintain a healthy work environment. The Company has embraced the Green Cleaning approach by reducing pollutants at the source, improving indoor air quality, purchasing green products, and recycling.

PROJECT DETAILS

Mida is facing sophisticated technological advances in a competitive environment. Additionally, customers are continually expecting better and faster services at a lower cost. Training is needed to help the Company develop and deliver formalized training to its workforce to upgrade worker job skills, keep up with technological advances, improve overall efficiency and quality services, and enhance customer satisfaction. Workers will receive the skills necessary to better understand customers' requirements, deliver sophisticated services, save time, eliminate waste, and improve job performance.

Training Plan

Classroom/Laboratory and Video Conference training will be provided as follows:

Business Skills (5%): This training will be offered to all occupations in communication, customer service and project management to improve communication skills so that workers can become proactive with customers. Training will support the Company as it continues to grow and compete.

Commercial Skills (30%): This training will be offered to Production Staff, Operation Support Staff and Frontline Supervisors. Training will focus on mechanical/electrical operations and procedures, inspection/quality control, and loading/uploading of E-Cube and E-Scrub operations.

Computer Skills (5%): This training will be offered to all occupations. Trainees will learn to navigate various software applications to perform their job duties.

Continuous Improvement (10%): This training will be offered to all occupations. This training will focus on team building, process improvement, problem analysis, operational support and effectiveness and leadership to improve overall operations.

Hazardous Materials (5%): This training will be offered to all occupations. All trainees are required to have knowledge for handling, cleaning, storing and transporting hazardous materials, chemicals, water and waste materials to prevent accidents during work.

Certified Safety Training

OSHA 10/30 (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 and 30 hours for frontline supervisors. 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. OSHA 10 training will be provided to Production Staff and Operation Support Staff and OSHA 30 training will be provided to Frontline Supervisors. Training will ensure a safe work environment.

Commitment to Training

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.

Mida has an annual training budget of approximately \$15,000. The Company's current training is mandatory and consists of assembly and paint operations, equipment maintenance and production line operations delivered via class/lab and on-the-job training. ETP funds will enable the Company to provide more training hours to its workforce and strengthen business operations. Mida is committed to continuing the quality and frequency of employee training after ETP-funded training.

➤ Training Infrastructure

Training is scheduled to begin upon Panel approval. Most training will be provided by in-house subject matter experts, and Kirkpatrick Enterprises International, will provide Continuous Improvement training. Mida has designated staff to oversee ETP training and administrative responsibilities including scheduling training, delivery and documentation of training and securing rosters. Mida has also retained a third party administrator for enrollment, data tracking, invoicing and meeting with ETP staff. (See Administrative Services below)

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

Mida retained Kirkpatrick Enterprises International (KEI) in Valencia to assist with development of this proposal at no cost.

ADMINISTRATIVE SERVICES

Mida also retained KEI to perform administrative services in connection with this proposal for a fee not to exceed 10% of payment earned.

TRAINING VENDORS

KEI in Valencia will provide Continuous Improvement training for a fee to be determined. Other vendors will be identified during the term of the proposed Agreement.

Exhibit B: Menu Curriculum**Class/Lab and Video Conference Hours**

8-200 Trainees may receive any of the following:

BUSINESS SKILLS

- Project Management
- Communications Skills
- Customer Retention and Identifying Customer Needs

COMMERCIAL SKILLS

- Mechanical/Electrical Repair, Body Work, Operating Procedures
- Transport Loading/Unloading
- Paint Operation and Maintenance, E-Cube, E-Scrub
- Assembly and Inspection
- Paperwork Requirements
- Production Operations
- Paint Operations
- Equipment Operation and Maintenance
- Manufacturing Practices
- Cross-Training (Production Equipment/Skills)

COMPUTER SKILLS

- Advanced Microsoft Office
- Project Tracking

CONTINUOUS IMPROVEMENT

- Lean Enterprises
- Process Analysis
- Production Operations and Workflow
- Standard Work
- Teamwork and Problem Solving
- Leadership Skills for Frontline Workers
- Six Sigma (Green Belt)
- ISO 9000 and ISO 14400

HAZARDOUS MATERIALS

- Hazardous Material Handling
- Hazardous Chemical Cleaning Handling
- Hazardous Waste Handling
- Global Harmonization System

OSHA 10/30 (Certified OSHA Instructor)

- OSHA 10 (Requires completion of the full 10-hour course)
- OSHA 30 (Requires completion of the full 30-hour course)

Safety Training cannot exceed 10% of total training hours per-trainee

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