



**Training Proposal for:  
PBM Supply & Mfg.**

**Small Business**

**ET17-0115**

**Approval Date:** June 28, 2016

**ETP Regional Office:** Sacramento

**Analyst:** W. Sabah

**CONTRACTOR**

- Type of Industry: Manufacturing
  - Priority Industry:  Yes  No
- Number of Full-Time Employees
  - California: 78
  - Worldwide: 78
  - Number to be trained: 65
  - Owner  Yes  No
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 14%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$59,150
- In-Kind Contribution: \$57,415

**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 SB <100	Business Skills, Commercial Skills, Computer Skills, Cont. Impr., HazMat, Mgmt Skills, Mfg. Skills	65	8-60	0	\$910	\$15.60
				Weighted Avg: 35			

- Reimbursement Rate: \$26 SB Priority
- County(ies): Butte, Fresno, Riverside
- Occupations to be Trained: Administration Staff, Assembly Staff, Fabrication Staff, Shipping Staff, Sales Staff, Manager, Owner
- Union Representation:  Yes  
 No
- Health Benefits: \$2.60 per hour

**SUBCONTRACTORS**

- Development Services: Sierra Consulting Services (SCS) in El Dorado Hills assisted with development of this project for a flat fee of \$5,789.
- Administrative Services: SCS will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

**OVERVIEW**

Founded in 1969 and headquartered in Chico, PBM Supply & Mfg. (PBM Supply) ([www.pbmsprayers.com](http://www.pbmsprayers.com)) builds spray equipment, tank trailers, and accessories. The Company also has a line of interchangeable components with a wide variety of options that allows individual modification. Customers include farmers and retail stores. Training for this ETP proposal will take place at the Company’s facilities in Chico, Fowler and Murrieta.

**Need for Training**

PBM Supply’s training goal is to improve customer care. Part of the focus is to decrease lead times. The Company’s sprayers and trailers are built-to-order and fully customizable. Lead time for these products is about five weeks, which is not fast enough to fill orders during the busy season. The Company has had to turn down customers or they have rescinded orders for this reason. Training will focus on standardizing processes and improving manufacturing skills. With this, the Company is aiming to decrease lead times by 20%.

The other training emphasis is on customer services. Sales Staff will receive product knowledge to correctly guide customers on customizing products to fit their needs and properly place orders. All employees will receive this training.

## **Training Plan**

Trainees will receive between 8-60 hours of Class/Lab, Videoconference and E-Learning training. Training will be delivered by a combination of in-house subject matter experts and outside vendors to be identified during the contract term.

**Business Skills** - Training will be offered to all occupations to improve customer service skills, enhance public speaking skills for project interviews with clients, improve time management skills to increase efficiency in the workplace, and reduce project delivery costs. Project management training for department heads will allow trainees to properly delegate tasks and to become more efficient in completing orders.

**Commercial Skills** - Training will be offered to Assembly Staff, Fabrication Staff, Shipping Staff and Sales Staff to improve production time on equipment. Agriculture training will allow staff to observe current farming techniques and innovate Company products to improve farming methods. Trainees will also gain the skills to maximize material usage, minimize waste, and reduce costs.

**Computer Skills** - Training will be offered to all occupations to improve communication between staff and customer. Training will allow employees to use clear and concise communication skills to properly express the Company's work needs and use positive language online to attract new customers.

**Continuous Improvement** - Training will be offered to all occupations. Training will provide employees with the skills and confidence to interact and negotiate with existing clients, potential clients, and peers. Also, process improvement will allow the Company to reevaluate current processes to improve lead time.

**Hazardous Materials** - Training will be offered to Assembly Staff, Shipping Staff, and Fabrication Staff to ensure that hazardous materials are handled and disposed of properly.

**Management Skills** - Training will be offered to Managers and Owners. Training will focus on enhancing the skills of Managers and Owners to create a productive and nurturing atmosphere to motivate and coach staff. Training will improve overall company morale, staff development, and client services.

**Manufacturing Skills** - Training will be provided to Assembly Staff, Sales Staff, and Administration Staff. Training will provide skills in parts and products manufacturing, equipment operation, maintenance and assembly, inventory procedures, manufacturing practices, and forklift skills and operation. Training will increase employees' knowledge of products and equipment which will make processes more efficient.

## **High Unemployment Area**

Trainees in Job Number 1 from Fresno and Butte Counties work in a High Unemployment Area (HUA), with unemployment exceeding the state average by at least 25%. These trainees are eligible to qualify with a reduced wage; however, PBM Supply is not requesting a wage modification

## **RECOMMENDATION**

Staff recommends approval of this proposal.

## **Exhibit B: Menu Curriculum**

### **Class/Lab, Videoconference, E-Learning Hour**

8-60

Trainees may receive any of the following:

#### **BUSINESS SKILLS**

- Business Fundamentals
- Business Performance
- Business Writing
- Behavior Style Strategies
- Conflict Resolution
- Customer Relationship Management
- Customer Service
- Cost Control
- Dealing with Difficult People
- Employee Coaching
- Essential Skills for the New Supervisor
- Financial Analysis
- Interpersonal Communications
- Leadership
- Personal Image
- Planning and Organization
- Product Knowledge
- Project Management and Methodology
- Project Requirements Analysis and Specifications
- Property and Resource Management Skills
- Retaining Customers
- Relationship Building
- Sales & Marketing
- Strategic Planning
- Successful Selling Techniques/Sales
- Time Management

#### **COMMERCIAL SKILLS**

- Agriculture
- Work Order Processing

#### **COMPUTER SKILLS**

- Computer Networking

#### **CONTINUOUS IMPROVEMENT**

- Cross Training
- Communication Skills
- Creating a Quality Organization
- Change Management
- Decision Making

- How to Coach and Mentor
- Leadership skills for frontline workers
- Lean Manufacturing
- Lean Procedures Practices
- Meeting Management
- Production Scheduling
- Production Operations/Workflow
- Process Improvement
- Project Management
- Problem Solving and Decision Making
- Quality Measurement Systems
- Quality Management
- Root Cause Analysis
- Statistical Process Control
- Systems Failure Analysis
- Strategic Planning
- Team Building
- Teamwork Development Skills
- Time Management
- Visual Controls

### **HAZARDOUS MATERIALS**

- Hazardous Materials Handling
- Hazardous Chemical Cleaning/Handling

### **MANAGEMENT SKILLS** (for Managers and Owners)

- Administration
- Coaching Procedures
- Decision Making
- Effective Meetings for Leaders
- Finance for Technical Managers
- Leadership
- Motivation
- Supervisor Skills
- Teambuilding

### **MANUFACTURING SKILLS**

- Assembly Procedures
- Assembly Process Control
- Changeover Time Reduction
- Fall Prevention/Protection
- Forklift Driving
- Inventory Control
- Just-in-Time,
- Logistics and Distribution,
- Machine Maintenance
- Machine Operation
- Manufacturing Practices

- Measurement and Measuring Devices
- Parts and Products Manufacture
- Plant Layout and Expansion,
- Production Operations
- Supply Chain Management,
- Tool Selection and Usage

Safety Training will be limited to 10% of total training hours per-trainee.

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