



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

Small Business

ET16-0401

Approval Date: March 7, 2016

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

CONTRACTOR

- Type of Industry: Manufacturing
- Priority Industry: Yes No
- Number of Full-Time Employees
 - California: 25
 - Worldwide: 29
 - Number to be trained: 21
 - Owner Yes No
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 7%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$21,840
- In-Kind Contribution: \$32,760

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 SB<100	Business Skills, Computer Skills, Manufacturing Skills	21	8-60	0-25	\$1,040	\$16.48
				Weighted Avg: 40			

- Reimbursement Rate: \$26 SB Priority
- County(ies): Los Angeles
- Occupations to be Trained: Customer Service Staff, Finance Staff, Marketing Staff, Sales Staff, Operations/Production Staff, Supervisor/Manager
- Union Representation: Yes
 No
- Health Benefits: \$2.90 per hour

SUBCONTRACTORS

- Development Services: Training Funding Source, Seal Beach, assisted with development for a flat fee of \$1,800.
- Administrative Services: Training Funding Source will also provide administrative service for an amount not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

OVERVIEW

Founded in 1985 and located in Commerce, Pioneer Industries Inc. (Pioneer) manufactures a wide variety of kitchen and bathroom faucets, and valves, for both the residential and commercial sectors. The Company has three distinct brands – Pioneer, Olympia and Central Brass. This will be Pioneer’s first ETP Agreement.

Need for Training

Business Skills training is needed to implement new programs such as sales lead generation and development. This training will allow Pioneer to reach new customers and drive sales growth.

Enhanced skills in computer programs such as Microsoft Excel and SAP/B1 will prepare personnel to access and analyze product trends. This is extremely important in delivering quality products.

Training in manufacturing operations will allow the Company to build quality testing plans and troubleshoot techniques and tools. This will lead to improvements in technique and products, as well as lower manufacturing cost.

Training Plan

Training will take place at the Company's single location in Commerce. Training will be provided by both in-house subject matter experts and outside vendors to be identified during the contract term. The majority of training will be delivered via class/lab; however, a small percentage of training will be conducted via computer-based training (CBT) to improve the Company's websites and internet presence, as well as the ability to transact with customers online.

Business Skills: Training will be offered to Supervisors/Managers, Marketing, Operations and Sales Staff. Training topics include effective communication and people/project management skills to better serve customers and ensure that the organization is aligned for growth.

Computer Skills: Training will be offered to Supervisors/Managers, Operations, Marketing, Finance and Customer Service Staff. Training will develop overall skills and knowledge of software including SAP/B1 and Microsoft Excel. Workers will be able to analyze customer and product information, identify trends, and recommend new strategies to capitalize on those trends.

Manufacturing Skills: Training will be offered to Operations/Production Staff and Supervisors/Managers to enhance skills of efficient manufacturing operations. Training will also help workers build quality testing plans that are effective and cost-efficient, use tools and methods for problem solving, and utilize troubleshooting techniques and tools. Operations Staff will also be trained on logistics and efficient supply chain management to improve service and lower cost.

RECOMMENDATION

Staff recommends approval of this proposal.

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

8-60

Trainees may receive any of the following:

BUSINESS SKILLS

- Coaching
- Communication
- Customer Service Strategies and Tactics
- eCommerce
- Finance/Accounting Procedures
- Inventory Control
- Lead Generation and Lead Development Strategies
- Leadership
- Negotiation Skills
- Planning
- Product Knowledge
- Selling Tactics
- Sales Process
- Social Media
- Strategy Deployment Process (X-Matrix)
- Time Management
- Up-Selling and Cross-Selling
- Work Processes/Procedures

COMPUTER SKILLS

- Computer-Aided Design
- eCommerce
- Electronic Document Control
- Microsoft Office
- MRP Software (SAP/B1 System)
- Project Management
- SAP/ERP Training
- Statistical Analysis Software
- Website Design

MANUFACTURING SKILLS

- Daily Status Package/Operational Strategy Execution
- Distribution/Supply Chain Good Manufacturing Processes
- Inspection Techniques
- Lean Manufacturing (5S, Visual Controls, Value Stream Mapping, Kaizen)
- Picking/Packing/Shipping/Receiving
- Problem Solving/Six Sigma Process Control
- Process/Quality Improvement
- Quality Assurance Procedures
- Root Cause Analysis/Corrective Action

CBT Hours

0-25

COMPUTER SKILLS

- Computer-Aided Design
 - Autodesk Auto CAD (3 hours)
 - 3D Visualization (6 hours)
 - Maxon Cinema 4D (7 hours)
 - Microsoft Office
 - 10 modules (1-1.5 hours/module)

Note: Reimbursement for retraining is capped at 60 total training hours per trainee, regardless of the method of delivery. CBT is capped at 50% of total training hours per trainee.