



**Training Proposal for:  
Shepard Bros., Inc.**

**Small Business**

**ET16-0240**

**Approval Date:** October 23, 2015

**ETP Regional Office:** San Diego

**Analyst:** J. Davey

**CONTRACTOR**

- Type of Industry: Manufacturing  
Services  
Priority Industry:  Yes  No
- Number of Full-Time Employees  
California: 96  
Worldwide: 103  
Number to be trained: 40  
Owner  Yes  No
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 13%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$28,080
- In-Kind Contribution: \$28,331

**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	Business Skills, Computer Skills, Continuous Impr, HazMat, Mfg Skills	40	8-60	0	\$702	\$15.07
				Weighted Avg: 27			

- Reimbursement Rate: \$26 SB Priority
- County(ies): Orange, San Joaquin
- Occupations to be Trained: Administrative Staff, Drivers, Lab Technicians, Production Staff, Sales Staff, Shipping/Receiving, Warehouse Staff
- Union Representation:  Yes  
 No
- Health Benefits: \$1.25 per hour

**SUBCONTRACTORS**

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

**OVERVIEW**

Founded in 1976 and headquartered in La Habra, Shepard Bros., Inc. (Shepard Bros.) manufactures cleaning and sanitation chemical products and provides consulting services to the food and beverage industry. The Company also provides specialty chemicals, commercial laundry products, hand care products, water treatment programs and consulting, animal health care products, compounding & packaging services, and food ingredients. Aside from the La Habra location, the Company has one other California facility in Stockton, which recently opened. This proposal will include both facilities.

**Need for Training**

Over the last three years, Shepard Bros. has experienced an increase in business in California and nearby states. With this in mind, the Company is expanding its infrastructure to continue growing. For example, it has purchased an adjoining site to improve traffic flow at the La Habra facility; purchased new freight trucks; updated and relocated production equipment; and opened a new facility in Stockton. At present, this new facility is being used for warehousing and shipping; in the near future, it will also be used for manufacturing. Training will help the Company streamline, renovate, and update its production and operations to increase productivity and support growth.

## **Training Plan**

Shepard Bros., Inc. will provide class/lab training to its workers in La Habra and its recently-opened warehouse facility in Stockton. Most of the training will be conducted by internal experts and some training will be provided by outside training vendors.

**Business Skills** – Training will be offered to all staff in skills specifically related to their job duties. Skills include Accounting, Advanced Communication, Customer Service, Good Manufacturing Practices, Product Knowledge and Sales Techniques.

**Computer Skills** – Training will be offered to Administrative Staff, Lab Technicians, Production Staff, Sales Staff, Shipping/Receiving, and Warehouse Staff in software that includes Contact Management Software, ERP, web-based applications, and production software.

**Continuous Improvement** – Training will be offered to all staff in Adapting to Change, Coaching & Feedback, Process Improvement, Quality Assurance, Teamwork and other related skills to standardize and improve processes.

**Hazardous Materials** – Training will be offered to Drivers, Lab Technicians, Production Staff, Sales Staff, Shipping/Receiving, and Warehouse Staff in the safe identification, labeling, handling, cleanup, and storage of hazardous materials.

**Manufacturing Skills** – Training will be offered to Drivers, Lab Technicians, Production Staff, Sales Staff, Shipping/Receiving, and Warehouse Staff in skills related to production operations, equipment operations, warehousing, safe machine operations, control systems and other skills related to the manufacturing and distribution of products.

## **High Unemployment Area**

Approximately 10 trainees in Job Number 1 work in San Joaquin County at the Stockton facility. This is a High Unemployment Area (HUA) with unemployment exceeding the state average by at least 25%. However, a wage waiver will not be necessary to meet the ETP minimum wage of \$15.07 per hour.

## **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**

- Accounting Skills
- Advanced Communication Skills
- Business Operations and Procedures Skills
- Business Writing Skills
- Contracts Management
- Communication and Client Servicing Skills
- Customer Service Standards
- Finance Skills
- Good Manufacturing Practices
- Good Documentation Practices and Documentation Control
- Lead Generation
- Leadership Skills
- Product Knowledge and Sales Techniques
- Sales Presentations
- Support Call Scenarios
- System Reporting Skills

**COMPUTER SKILLS**

- Contact Management Software
- Enterprise Resource Planning (ERP) Skills
- External Web-Based Applications
- Production Software

**CONTINUOUS IMPROVEMENT SKILLS**

- Adapting to Change
- Coaching & Giving/Receiving Feedback
- Inventory Control
- Organizational Roles & Personality Styles
- Process Improvements
- Quality Assurance
- Resolving Customer Problems
- Teamwork Skills
- Technical and Chemical Knowledge
- Time Management

**HAZARDOUS MATERIALS**

- Hazardous Analysis & Critical Control Points Training
- Hazardous Materials (HAZMAT)
  - Hazardous Materials Handling
  - Hazardous Materials Cleanup
  - Hazardous Materials Storage
  - Hazardous Materials Identification/Labeling
  - Hazardous Materials Communications Skills
  - Chemical Usage Training

**MANUFACTURING SKILLS**

- Production Operations
  - Manufacturing Methods and Procedures
  - Material Control and Handling Processes & Equipment
  - Processing
  - Packaging
  - Production Testing Equipment Processes & Equipment
  - Visual Inspection Skills
- Equipment Operations
  - Bulk Storage
  - Palletizing
  - Sanitation Equipment
  - Scales
- Warehousing
  - Distribution Center Training
  - Deliveries/Warehousing
  - Forklift Operations
- Machine Safety
- Confined Space
- Equipment Quality and Environmental Safety
- Lock-Out/Tag-Out
- Dock Lock Operation
- Control Systems/Electrical Systems
- Order Selection Procedures
- Product Handling
- Waste Management Procedures and Proper Disposal

Safety Training will be limited to 10% of total training hours per-trainee. This cap does not apply to HAZMAT.

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