



**Retrainee - Job Creation  
Training Proposal for:  
WFO Concepts**

**Small Business**

**ET16-0209**

**Approval Date:** October 21, 2015

**ETP Regional Office:** Sacramento

**Analyst:** L. Fraizer

**CONTRACTOR**

- Type of Industry: Manufacturing
- Priority Industry:  Yes  No
- Number of Full-Time Employees
  - California: 13
  - Worldwide: 13
  - Number to be trained: 19
  - Owner  Yes  No
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 6%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$29,640
- In-Kind Contribution: \$27,166

**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, Continuous Improvement, HazMat, Manufacturing Skills, PL-Commercial Skills, PL-Manufacturing Skills	13	8-60	0	\$1,560	\$15.07
				Weighted Avg: 60			
2	Retrainee Job Creation Priority Rate SB <100	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement, HazMat, Manufacturing Skills, PL-Commercial Skills, PL-Manufacturing Skills	6	8-60	0	\$1,560	\$12.50
				Weighted Avg: 60			

- Reimbursement Rate: Job #1 and 2: \$26 SB Priority
- County(ies): Placer
- Occupations to be Trained: Sales Staff, Fabricator, Technician/Installer, Administrative Staff, Manager, Owner
- Union Representation:  Yes  
 No
- Health Benefits: Job #1: \$0.57 per hour

**SUBCONTRACTORS**

- Development Services: Synergy Management Consultants, LLC in Grass Valley assisted with development of this project for a flat fee of \$2,371.20.
- Administrative Services: Synergy Management Consultants, LLC will also provide administrative services for a fee not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

## **OVERVIEW**

Founded in 2003 in Auburn, WFO Concepts (WFO) ([www.wfoconcepts.com](http://www.wfoconcepts.com)) is a corporate entity specializing in the manufacture of custom parts for off-road vehicles. WFO designs and tests prototypes including tie rod ends, pitman arms, steering links, and torque arms. The Company also installs and sells parts and accessories, throughout the U.S. and internationally. These services include drive line modification, lift kit installation, long and short arm lift installation, body armor protective, and analysis of drive systems and gearing.

### **Need for Training**

WFO's Technicians/Installers and Fabricators need to receive training on new metallurgical and technological skills that are important to the manufacturing process of vehicles, suspension and drive train. Materials in automotive manufacturing have changed to meet higher strength and lighter weight industry and safety standards. Vehicle body parts that used to be made of steel are being replaced with aluminum, boron and carbon fiber. The cutting, shaping and bonding used to manufacture and install these parts requires new processes such as TIG welding, rivet bonding and plasma cutting.

To improve their production processes, WFO has purchased new manufacturing equipment including: MIG (Metal Inert Gas) and TIG (Tungsten Inert Gas) welders; plasma table and cutters; lathe, drill and mill presses; alignment systems; saws, and bending equipment. The Company has also invested in new software for CAD, shipping and billing.

WFO will require training for these new materials, methods, and equipment. WFO will also deliver training on customer service skills, updated operating procedures, shipping and logistical skills, sales skills, computer software skills and Lean concepts.

### **Retrainee - Job Creation**

In support of job creation, the Panel offers incentives to companies that commit to hiring new employees. Training for newly-hired employees will be reimbursed at a higher rate and trainees will be subject to a lower post-retention wage.

In this proposal, WFO has committed to hiring six new employees (Job Number 2). The date-of-hire for all trainees 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.

WFO is expanding their business capacity inside California, the US and Internationally. Within the next 12 months, the Company is looking to buy a 50,000 square foot building. This will double their production capacity, resulting in the need to hire a projected six net new employees.

### **Training Plan**

Trainees will receive between 8–60 hours of classroom/laboratory training with up to 24 hours of Productive Laboratory training.

**Business Skills** - Training will be provided to Administrative Staff and Managers. This training will focus on Customer Care, Advanced Sales, Marketing, and Communication Skills to improve overall customer satisfaction and increase sales. Training topics will include Customer Retention, Customer Relationship Building, Sales Procedures and Strategies, Prospecting and Closing, Negotiation, and Presentation Skills.

**Commercial Skills** -Training will be provided to Fabricators, Technicians/Installers, and Sales Staff. This training will allow workflow to become efficient. Training topics will include: Install Skills; Brake Systems, Lift Systems, Structural Componentry, Electronics, Drive Train Systems; and Estimating Skills, Steering and Suspension System Damage Analysis, Electrical/Mechanical Systems, Advanced Materials and Vehicle Systems.

**Manufacturing Skills** - Training will be provided to Fabricators, Technicians/Installers, and Sales Staff. Training will focus on the operation and maintenance of equipment necessary to develop and design parts. Training topics will include; Machining Skills, Lathe Operation, Metal Forming, Turning Operations; Stamping Skills, Tooling, Compound and Progressive Dies, Press Brake and Slide Forming.

**Computer Skills** - Training will be provided to all occupations and will focus on job specific software programs. The automotive manufacturing industry is in the process of transitioning to a paperless environment and staff will receive training in all necessary software programs to properly exchange data with customers and other partners. Training topics will include Quickbooks Software, Intermediate Microsoft Office Software, and Torchmate CAD Software.

**Continuous Improvement** - Training will be provided to all occupations to improve efficiencies and to reduce waste. Training will incorporate a lean quality and production improvement system. Training topics will include Root Cause Analysis, Lean Concepts, Kaizen Event Strategy and Implementation, Problem Solving and Decision Making, and Inventory Control.

**Hazardous Materials** – Training will be provided to Technicians/Installers, Fabricators, Sales Staff, Administrative Staff and Managers to ensure that hazardous materials are handled and disposed of properly. Training topics will include Material Safety Data Sheets Training, Emergency Clean-up, and Registration, Evaluation, Authorization, and Restriction of Chemical Substances.

**Productive Lab (PL) Commercial Skills and Manufacturing Skills** – PL training will be provided to Technicians/Installers, Fabricators and Sales Staff to supplement Class/Lab training. The delivery of PL training is necessary as trainees will be given real life projects to perform work on. This training will strengthen their understanding of how to complete automotive manufacturing and installation operations. Training will include course topics that require fabricators' and technicians/installers' skills to be updated.

PL training will consist of a normal automotive manufacturing and installation duties where the trainer will walk the trainee through the manufacturing process. The trainer will observe the trainee complete the build and installation of custom manufactured parts and will offer coaching and mentoring throughout the process. During the PL training, output is expected to decrease by 40%. Trainers will be journey-level Technicians/Installers or Fabricators who are subject matter experts. After the successful completion of a PL training course, the trainer will sign off that the trainee is competent.

Trainees will use the following equipment in PL training: resistance spot welder, MIG welders, TIG welders, plasma table and cutters, lathe, drill and mill presses, saws and bending equipment. Staff will be trained on welding of structural parts, the build of custom manufactured parts, testing and installation, design, and regulatory compliance. All PL training will take place onsite, capped at 24 hours per trainee with a trainer-to-trainee ratio of 1:1, consistent with ETP Standards.

## **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**

- ❖ Customer Service
- ❖ Advanced Sales & Marketing Skills
- ❖ Negotiation Skills
- ❖ Conflict Resolution
- ❖ Communication Skills
- ❖ Presentation Skills

**COMMERCIAL SKILLS**

- ❖ Install Skills
  - Inspection Skills
  - Steering Theory
  - Suspension Models and Theory
  - Drive Train Systems
  - Wheel Alignment Methods
  - Brake Systems
  - Exhaust Systems
  - Lift Systems
  - Electronics
  - Protective Systems
  - Winch Systems
  - Lighting
  - Power Systems
  - QC and Drivability
  - Structural Componentry
  - Cooling Systems
  - Advanced Vehicle Systems
  - Advanced Materials
- ❖ Estimating Skills
  - Steering and Suspension System Damage Analysis
  - Damage on Non-Drivable Vehicles
  - Electrical and Mechanical Systems
  - Advanced Materials
  - Advanced Vehicle Systems
- ❖ Product Knowledge
- ❖ OEM (Original Equipment Manufacturer)/ Aftermarket Knowledge and Skills

**COMPUTER SKILLS**

- ❖ Quickbooks Software
- ❖ Solid Works CAD
- ❖ Torchmate CAD
- ❖ Fishbowl Inventory and Parts Supply Chain

## ❖ Intermediate Microsoft Office

**MANUFACTURING SKILLS**

- ❖ Machining Skills
  - Measurement, Materials and Safety
  - Job Planning, Benchwork, Layout
  - Manual Milling Skills
  - Turning Operations
  - Grinding Skills
  - Drill Press Skills
  - CNC Programming Set Up
  - CNC Operations Milling
  - CNC Operations Turning
  - Metal Forming
  - Lathe Operation
- ❖ Stamping
  - Tooling
  - Compound Dies
  - Progressive Dies
- ❖ Press Brake
  - Drive Press Brake Skills
  - Non-CNC Setup Press Brake
- ❖ Slide Forming
  - Slide Forming Set Up and Operations
- ❖ Screw Machining
  - Single Spindles
  - Multiple Spindles
- ❖ Machine Maintenance
- ❖ Component Setup
- ❖ Welding
  - Mig Welding
  - Tig Welding
- ❖ Die Making
- ❖ Cutting Operations
  - Plasma Cutting
  - Plasma Table Operations
  - Band Saw Operations Horizontal and Vertical
- ❖ Bending
  - Tube Bender
  - Tube Notcher

**CONTINUOUS IMPROVEMENT**

- ❖ Leadership Skills
- ❖ Teambuilding
- ❖ Root Cause Analysis
- ❖ Kaizen Event Strategy & Implementation
- ❖ Lean Concepts
- ❖ Process and Quality Improvement
- ❖ Problem Solving and Decision Making Skills
- ❖ Inventory Control
- ❖ Standard Operating Procedures

**HAZARDOUS MATERIALS**

- ❖ Completing Material Safety Data Sheets (MSDS)
- ❖ Emergency Clean-up
- ❖ Registration, Evaluation, Authorization, & Restriction of Chemical Substances

Safety Training cannot exceed 10% of total training hours per-trainee. This cap does not apply to Hazardous Materials training.

**Productive Lab (PL) Hours**

0–24

**PL MANUFACTURING SKILLS (1:1 ratio)**

- ❖ Component Design
- ❖ CAD Process
- ❖ Torchmate Process
- ❖ Machining Skills
- ❖ Press Brake Skills
- ❖ Stamping Skills
- ❖ Screw Machining Skills
- ❖ Welding Steel
- ❖ Welding Aluminum
- ❖ Plasma Cutting
- ❖ Cutting Equipment Skills
- ❖ Die Making
- ❖ Bending Equipment

**PL COMMERCIAL SKILLS (1:1 ratio)**

- ❖ Estimating Skills
- ❖ Off Road Vehicle Dynamics
- ❖ Suspension Installation Skills
- ❖ Drive System Installation Skills
- ❖ Aftermarket Equipment Installation Skills

Note: Reimbursement for retraining is capped at 60 total training hours per trainee, regardless of the method of delivery. Safety training is capped at 10% of total training hours, per trainee excluding Hazardous Materials. PL is capped at 24 hours per-trainee.