



**Retrainee - Job Creation
Training Proposal for:
Wisoman Foods, Inc.**

Small Business

ET16-0466

Approval Date: May 9, 2016

ETP Regional Office: San Francisco Bay Area

Analyst: V. Estrada

CONTRACTOR

- Type of Industry: Manufacturing
 - Priority Industry: Yes No
- Number of Full-Time Employees
 - California: 29
 - Worldwide: 29
 - Number to be trained: 30
 - Owner Yes No
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 5%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$40,716
- In-Kind Contribution: \$29,954

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 Improvement, Manufacturing Skills, PL-Manufacturing | 21 | 8-60 | 0-17 | \$1,404 | \$17.02 |
| | | | | Weighted Avg: 54 | | | |
| 2 | Retrainee Job Creation SB<100 Priority Rate | Computer Skills, Continuous Improvement, Manufacturing Skills, PL-Manufacturing | 9 | 8-60 | 0-17 | \$1,248 | \$15.00 |
| | | | | Weighted Avg: 48 | | | |

- Reimbursement Rate: Job #'s 1 & 2: \$26 SB Priority
- County(ies): Alameda
- Occupations to be Trained: Administrative/Operations Staff, Maintenance Technician, Production Staff, Managers/Supervisors, CEO
- Union Representation: Yes
 No
- Health Benefits: Job #1: \$1.83 per hour

SUBCONTRACTORS

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

OVERVIEW

Founded in 2011, Wisoman Foods, Inc. (Wisoman) (www.wisoman.com) is located in Hayward. The Company manufactures Organic, Non-GMO flour tortillas, wraps and flatbreads. Wisoman stands out from other tortilla manufacturing companies due to its new, highly efficient and automated production line where no manual tortilla handling is required. Despite being a young company, Wisoman already produces regularly for private label brands, retail stores, restaurants, wholesale markets, and grocery stores.

This will be Wisoman’s first ETP-funded training project as it expands its business with a new product, “Organic Naan.” In addition, other new products coming out this year include a variety of flavored tortillas, pita bread, and roti flat bread. With the new product offerings, the Company projects a 20% sales growth.

Wisoman must enhance the skills and cross-train employees so staff will have a comprehensive understanding of the Company's operational flow. The Company will train new and current employees in the manufacturing of tortillas and tortilla-related products which is highly technical, requiring heavy machine operation and knowledge of health regulations.

Using both in-house operation and vendor trainers, Wisoman will train their operations team on Assembly Procedures, Manufacturing Practices, and Production Machine Programming. In addition, Wisoman will provide training to their higher level staff (Administrative/Operations Staff and Managers/Supervisors) in Business Skills to improve all aspects of the business. ETP funding will support the Company in meeting customer demands, remaining competitive, and ensuring product quality.

Retrainee - Job Creation

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

In 2015, Wisoman hired a total of 8 new employees. In this proposal, Wisoman has committed to hiring 9 new employees (Job Number 2). The date-of-hire for all trainees in the Job Creation program 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 the contract. Wisoman has the capacity to house their current and new staff in its 25,000 square foot facility.

Training Plan

Wisoman plans to execute this training plan by scheduling most of the training during two days of each month throughout the year when only half of the production takes place. There are two dedicated staff, the Head of Human Resources and the Finance Manager, that will administer the ETP funded training project. Training will be delivered via Class/Lab, Computer Based Training (CBT), and Productive Lab (PL):

Business Skills - Training will be offered to the CEO, Managers/Supervisors, and the Administrative/Operations Staff. Topics will include Financial Strategies, Inventory Control, Business Planning, Forecasting Sales, Communication Skills, and Customer Service. The outcome of this training will result in maximizing company profits, improving interpersonal skills, and addressing customer needs.

Computer Skills - Managers/Supervisors, Administrative/Operations Staff, and the CEO will participate in this training. Training will include Microsoft Office for daily use, QuickBooks, Payroll, Material Requirements Planning, Enterprise Resource Planning, and SAP. This instruction will improve the trainees' computer literacy and use of the Company's inventory control.

Manufacturing Skills – Production Staff and Managers/Supervisors will participate in this training. Topics include Quality Policy, Food Defense Program, and Chemical Control. The outcome of this training will result in trainees being able to perform multiple functions when needed and work with a higher level of efficiency.

Continuous Improvement - Training will be provided to all occupations. Training will include Data Collection, Improving Workflow, Eliminating Waste, Just In Time, and Project Management. This training will result in a reduction of waste, quality control, and statistical analysis for company growth.

Productive Laboratory

The Panel authorizes reimbursement for training delivered in a Productive Laboratory (PL) setting. Trainees may produce goods for profit as part of training, in the courses identified under the Curriculum.

PL-Manufacturing training will be offered to Production Staff and Managers/Supervisors. Food manufacturing is highly technical. In addition to baking the flatbreads, trainees also perform vital tasks in pursuit of food safety, quality assurance and R&D. Through proper training, employees will become more productive, compliant and cost efficient.

Wisoman needs skilled workers to do advanced troubleshooting, to do multiple jobs, to operate automated machines, and to have knowledge of programmable logic control, computers, palletizers, and automatic packing equipment. Trainees will learn to troubleshoot, operate and maintain a variety equipment. Each employee will shadow an expert tortilla maker to make at least one pack of tortillas. Other outcomes of this training include the ability to read and understand mechanical and electrical blueprints.

Equipment being used will include mixers, dividers, pressers, ovens, automated conveyors, visual inspection systems, metal detectors, coders, and forklifts. The trainer-to-trainee ratio will be 1:2 to ensure full understanding and competency of the tortilla making process. Productive lab training will not exceed 24 hours per trainee.

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

- Achieving Goals
- Adaptability
- Administrative
- Analytical Ability
- Assertiveness
- Budget Management
- Business Management
- Business Storytelling
- Business Performance
- Business/Report Writing and Editing
- Business Planning
- Collaboration
- Communication Skills
- Conflict Management
- Conflict Resolution
- Coordination
- Critical Thinking
- Customer Service
- Customer Relations
- Delegation
- Business Strategy
- Client Relationships
- New Client Outreach
- Marketing Campaigns
- Competitive Analysis
- Marketing Research
- LinkedIn Networking
- Diplomacy
- Financial Strategies
- Forecasting
- Goal-oriented
- Handling Customer Requests
- Human Resources
- Identifying Customer Needs
- Leadership Skills
- Interpersonal Skills
- Inventory Control
- Manage multiple tasks
- Mechanical aptitude
- Organizational Ability
- Payroll
- Problem-Solving Skills
- Planning Skills
- Product Knowledge

- Public Speaking
- Resolving Customer Complaints
- Telephone Skills
- Time Management
- Written Expression

COMPUTER SKILLS

- Computer Network Knowledge
- Computer-Related Storage Devices
- Computer Security Knowledge
- Downloading/Installing Software onto a Computer System
- Enterprise Resource Planning (ERP)
- Material Requirements Planning (MRP)
- Microsoft Office
- Payroll
- QuickBooks
- SAP Software
- Scanner Knowledge
- WebCT or Blackboard Teaching Skills

CONTINUOUS IMPROVEMENT

- Coaching Procedures
- Data Collection
- Decision Making
- Eliminate Waste
- Evaluations
- Improving Work Flow
- Interpreting Charts/Graphs
- JIT (Just-in-time process)
- Leadership
- Motivation
- Monitoring
- Production Operation/Workflow
- Production Scheduling
- Project Management
- Quality Control
- Root Cause Analysis
- Statistical Process Control
- Strategic Planning
- Statistical Analysis
- Teambuilding
- Total Quality Control

MANUFACTURING SKILLS

- Allergen Training
- Assembly Procedure
- Blood Borne Pathogen
- Chemical Control
- Cross-Training in Production Equipment
- Equipment Operation

- Food Defense Program- Suspicious Mail or Package
- Forms and Document Record Keeping
- Forklift Safety Training
- GMP (Good Manufacturing Practice) Training
- Sanitary Handling of Food
- Manufacturing Practices
- Non-GMO Training/Organic Training
- PLC (Programmable Logic Controllers)/Computer function
- Production Machine Programing
- Proposition 65
- Quality Policy
- SQF (Safe Quality Food) Training

PL Hours

0-24

PRODUCTIVE LAB (PL) (1:2 ratio)

- Assembly Procedure
- Baking Equipment
- Cross-Training in Production Equipment
- Equipment Operation
- Manufacturing Practices
- PLC (Programmable Logic Controllers)/Computer function
- Production Machine Programing
- Tortilla making procedure

CBT Hours

0-17

COMPUTER BASED TRAINING (CBT)

- Cost Accounting – 5hrs
- Decision making – 3hrs
- Inventory Control – 4hrs
- Leadership skill – 5hrs

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery. CBT is capped at 50% of total training hours. PL is capped at 24 hours per-trainee.