



Chris Turner (r) leads Lean exercise with Nevada County employers.

Firms go for Lean Class

Twelve Nevada County employers received an introduction to Lean Principles at a seminar co-sponsored by the Sierra College Small Business Development Center, CACT and Training & Development in November.

Lean Manufacturing Demonstration Center

Oroville-based Roplast reduced set up times by an average of 44% and increased production capacity by 400,000 pounds as a result of applying Lean

Manufacturing Principles. The company was founded in 1990 and manufactures environmentally friendly, high quality, low density polyethylene bags.

Roplast has agreed to be the first Lean Demonstration Center for the Sierra College Center for Applied Competitive Technologies.

Manufacturers can learn about Lean Principles by visiting Roplast's facility. Groups of up to 25 can be accommodated by appointment. Call (916) 781-6245 to see Lean Principles in action.

Local Manufacturer Trains Employees

Auburn-based Carpenter Advanced Ceramics is a manufacturer of industrial ceramics and ceramic components distributed worldwide for medical, aerospace, defense, electronics and semiconductors markets.

The company engaged Sierra College Training & Development to customize training for over 30 employees in business, computer, and management skills.

Human Resource Manager, Sue Metzger, was pleased with the results of the training. "We will definitely contact Sierra College for our future training needs," said Metzger.

Employees reported that Sierra's approach, with industry examples and practical application to the work done at Carpenter Advanced Ceramics, was very effective:

Practical and easy to apply.
Even reviewing items I understood already was helpful.
Good use of case studies.
The instructor was very knowledgeable.

SMUD Workshops

Process improvement using Lean Principles will be presented at SMUD by Sierra College Training & Development. You can go to www.sierracollegegetraining.com for detailed descriptions and a link to SMUD to sign up. Don't miss the upcoming program:

March 23 – Set-up Reduction

Facts about the CACT

What is the CACT?

The CACT is an initiative of the California Community College's Economic and Workforce Development Program.

What is its goal?

The goal of the CACT is to enhance the competitiveness of manufacturing and technology companies in California.

Who does the CACT serve?

We serve small and medium manufacturing and technology companies.

What geography does the CACT cover?

The Sierra College CACT serves Northern California, except the Bay Area.

Are there other CACTs?

There are 15 Centers in California. In addition to Sierra College, there are two in the Bay Area, one in the Central Valley, and 11 in Southern California.

How does the CACT achieve its goal?

We achieve the goal through workshops, trainings, and demonstration sites.

How does the CACT benefit the community?

Benefits include: more profitable businesses, career advancement for workers through training, and economic advancement for the region.



CACT
Centers for Applied Competitive Technologies
California Community Colleges

Are you giving away one hour per employee per day?

On average, employees waste more than one hour per day trying to find the materials needed to complete their tasks. The wasted time costs companies thousands of dollars each year.

As a result of learning about "Five S" from Sierra College Training & Development, a local company eliminated sufficient wasted time to gain the equivalent of 19 full time workers.

Five S is a systematic approach to reducing non-value added time and organizing the workplace.

The Five S's are: Sort, Set in order, Shine, Standardize and Sustain. Five S not only keeps the work environment organized, it alerts staff when supplies are running low so they can be re-ordered.

This Five S system is a Lean Principle for process improvement taught by Sierra College CACT. Learn how you can apply a simple set of exercises to improve productivity, morale and customer satisfaction. For information, visit www.sierracollege.com or call (916) 781-6245.

FIVE S
Sort,
Set in order,
Shine,
Standardize
and Sustain

Excellent service retains valuable customers

Attract and keep customers by training employees to deliver excellent customer service.

Sierra College Training & Development offers practical and relevant training in how to spread a customer service attitude to every part of the organization.

On-site training is customized to your industry, uses examples from your business and is scheduled conveniently around your work hours.

Based on your needs, course components might include:

- The attitude of excellent service
- Identifying and understanding who your customers are
- Identifying customer needs
- Resolving conflict
- Exceeding customer expectations

Increase customer satisfaction in 2005 by contacting training@sierracollege.edu or (916) 781-6245 for more information.

