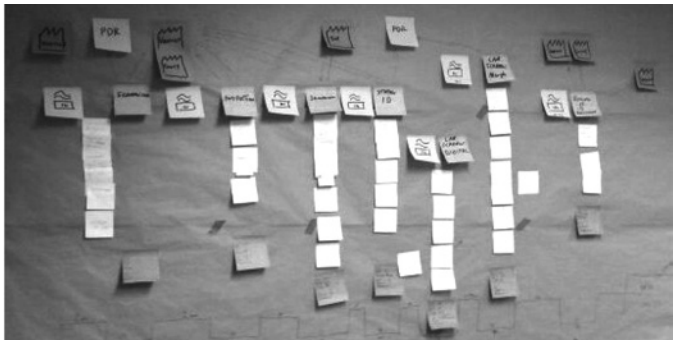
Sierra College Training & Development
Spring 2013
Performance Solutions
Center for Applied Competitive Technologies (CACT)

Value Stream Mapping Helps Agency

cdfa CALIFORNIA DEPARTMENT OF FOOD & AGRICULTURE

California's agricultural production is valued at $43 billion and the State of California Department of Food and Agriculture (CDFA – **www.cdfa.ca.gov**) is responsible for protecting this vital sector of our economy. To continuously improve the efficiency of its operations, the Plant Division of CDFA selected Sierra College Center for Applied Competitive Technologies (CACT) to provide three days of Value Stream Mapping (VSM) training in March.



The goal of the training was to give employees additional tools to identify areas for improvement, explained Deborra Murphy, Staff Services Manager. The VSM course built on the Lean Principles training that was conducted in the fall. "Previously, staff learned basic Lean principles, strategies to reduce waste, and ways daily operations could become more efficient," said Murphy. "As a result, staff identified where processing times may be reduced and staff is more aware of activities that add value to our customers."

In the Value Stream Mapping course, participants gained another method for enhancing operations. Employees selected a real process and drew a picture using sticky notes with standard VSM symbols that showed each step, who is involved, how long it takes, the distance traveled and the bottlenecks or hold-ups. "From the current state Value Stream Map, we gained a greater awareness of the roles each branch played in the process," said Murphy. "By drawing what really happens at each stage, we were able to identify gaps and areas for improvement."

Next, the participants drew an ideal future state Value Stream Map that eliminated many of the steps that caused delays and did not add value to the end-user. "Not only is VSM an excellent tool, it helps a group from different areas come together and better understand each other," said Murphy. "As a result of the training, the group identified and assigned tasks for completion. Our staff found the process to be insightful and the overall response was very positive. They have shared what they learned with their peers and staff to enhance current processes."

SIGN UP FOR TRAINING

CONTINUOUS IMPROVEMENT NETWORK

- **Practical Problem Solving**
  Friday, June 14 & Friday, June 28 - Sacramento
- **Change Management Forum for Executives**
  Tuesday, July 23 - Location TBD

Sign up for CIN Training at: cacinetwork.com

CA RESOURCE RECOVERY ASSOCIATION

- **Introduction to Recycling & Commercial Food & Organic Recycling Programs**
  Monday, June 3 - Roseville
- **Introduction to Zero Waste & Introduction to Greenhouse Gasses**
  Tuesday, June 4 - Roseville

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Soldering Skills Improve

Sigma Manufacturing and Logistics of Roseville selected Sierra College CACT to provide six hours of Practical Soldering Techniques to two groups of employees who repair computer parts for recertification. The training was very helpful according to Kou Thao, Process Engineer. “Employees gained skills that improved their soldering,” said Thao. Participants reported: “I liked the hands-on training and feedback on mistakes,” “It was useful to learn the difference between a good and bad solder connection and what iron tips are used for different types of components,” “We learned how to properly solder each item on the board,” and “I can apply the methods to inspect for defects.”

Lean Training Inspires Tesco Controls

Sacramento-based Tesco Controls Inc. (www.tescocontrols.com) is a full service system integrator and original equipment manufacturer of control systems for the water, wastewater, traffic and electrical utility industries. According to Lyn Masterson, Chief Operations Officer, the challenge in today’s economy is to maintain reasonable profit margins while meeting customers’ increased expectations. After visiting several Sacramento area companies, such as RobbJack and Rex Moore, that have benefited from Sierra College CACT Lean training, Masterson became interested in the process of implementing Lean tools at Tesco.

Over the past several months, Tesco employees attended the Lean Principles training conducted by Sierra College trainer Jes Vargas in conjunction with the Continuous Improvement Network of employers (www.cacinetwork.com). “It takes all the people in the organization to put a Lean program into effect,” said Masterson. “Sending several people from different departments to the training helped them understand and explain the continuous improvement tools to their teams.”

“The hands-on exercises really opened our eyes to the advantage of ‘pull’ versus ‘push’ methods.” A pull system quickly makes products when a customer asks for them rather than building up excess inventory in anticipation of new orders. “Our employees have embraced the new tools and are excited to experience their benefits,” said Masterson.

Masterson reports that efforts since January have improved efficiencies, allowed for greater up front conversation among employees and brought more organization to the workflow. “We’ve been using Value Stream Mapping to look at processes from order to cash. For example, it has helped us evaluate whether it is better to outsource or build certain parts ourselves,” said Masterson. “I would definitely recommend the Sierra College training as well as visiting other companies that are using Lean methods. Sierra College CACT can kick-off an effort to create a Lean culture and ultimately increase profits.”

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Learn on Industry Tour

The Continuous Improvement Network of employers hosts tours at member facilities so that leaders of organizations on the lean journey can see how others have implemented process improvement. The group toured Rex Moore Electrical Contractors and Engineers on May 15 and discussed Managing Change & Transformation. Progressive Technology will lead the next tour on July 18. To learn more, go to **cacinetwork.com**.

Customize Your Employee Training

Work with Sierra College for customized employee training in quality, communication, supervision, marketing, process improvement, project management, computer software, business math and many other topics. Since 1992, companies have benefited from working with Sierra College CACT industry trainers who deliver training to meet your specific business objectives. Learn more at sierracollegetraining.com or contact Carol Pepper-Kittredge at **916-760-7801** or **cpepper-kittredge@sierracollege.edu**.

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