



## Upcoming Lean Training

### August 6 & 20 – Value Stream Mapping

Learn visual ways to select, prioritize and implement changes that will improve the flow of work.

### October 8 & 22 – Practical Problem Solving

If you want to implement Lean, you need to learn a proven and structured problem-solving approach.

Sierra College Center for Applied Competitive Technologies (CACT) is providing this training with the Continuous Improvement Network (CIN). The fee is \$240 for CIN members, \$375 non-member or \$280 government. Register at [www.cacinetnetwork.com](http://www.cacinetnetwork.com).

## Cooper Oates AC Aims for Customer Satisfaction Using Lean

For Ruzwa Cooper, CEO, Cooper Oates Air Conditioning (COAC - [www.coacair.com](http://www.coacair.com)), maintaining the highest level of customer satisfaction is the goal of implementing Lean construction processes at the Sacramento-based firm. Employees recently attended Lean training on using 7S principles.

“With a Lean mindset, COAC employees can enhance the way they plan, organize, mobilize and deliver service to our customers,” said Cooper. “Working together on improving our processes, we can keep our customers happy.”

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## New Manufacturing Tax Exemption

Starting July 1, 2014, manufacturers can obtain a partial exemption of sales and use tax on certain equipment purchases and leases. For more information, go to the State Board of Equalization [www.boe.ca.gov/sutax/manufacturing\\_exemptions.htm](http://www.boe.ca.gov/sutax/manufacturing_exemptions.htm).

## SME Plans Manufacturing Month

The Sacramento Valley Chapter of SME ([www.sacvalleysme.org](http://www.sacvalleysme.org)) and Sierra College CACT can help you prepare to host student tours, open houses and other events during the entire month of October. The goal is to demonstrate modern manufacturing careers and economic impact.



For information, visit [www.mfgday.com](http://www.mfgday.com) and [www.sacvalleysme.com](http://www.sacvalleysme.com), or contact Carol Pepper-Kittredge at Sierra College, [training@sierracollege.edu](mailto:training@sierracollege.edu) or 916-660-7801.



In June, SME held a meeting at the Rocklin High School Engineering Lab.



## Customer Satisfaction Using Lean

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“Many people assume that the objective of Lean is saving time and money,” said Cooper. “Lean changes a company’s culture by emphasizing the need to think about process improvement as a continuous journey rather than a destination. It also increases understanding among employees of their role in the company’s structure and strategy and gives them a voice in making changes.”

As a Lean tool, 7S helps employees become more effective by organizing their work areas to maximize efficiency, eliminating unneeded materials and providing visual cues to make it easy for other people to follow the processes. The 7S principles are sort, set in order, shine, standardize, sustain, safety and sustainability.

After the first class, participants reorganized work areas using what they learned about 7S. Employee teams removed materials and equipment that were seldom used, cleaned surfaces, labeled storage areas and used tape to outline where equipment should be returned after use. “It definitely created a buzz,” said Cooper. “Making highly visible changes using 7S planted the seeds and now more people want to get involved.”

According to Cooper, getting employees onboard with major changes at a company is never easy. “Whenever you try turn an organization in a new direction, there is inertia and resistance,” said Cooper. “The training provided by Sierra College CACT is an excellent way to spread information about the intent and potential for Lean at a company. It is well worth the effort. Having Lean systems in place will enable our company to meet the needs of our customers and to grow.”

## Zero Waste Training

Lundberg Family Farms® was one of over 50 companies that attended the “How to Become a Zero Waste Business” training offered by the United States Zero Waste Business Council in spring 2014. The company was exploring ways to increase its waste diversion rate above 91%, according to Keven Lemos, Safety & Facilities Manager.

Since 1937, Lundberg Family Farms® ([www.lundberg.com](http://www.lundberg.com)) in Richvale, CA has been producing rice and rice products with a commitment to eco-positive farming. “Our company has been headed in the direction of Zero Waste for some time,” said Lemos. “Switching waste vendors resulted in a dramatic shift from 70% to 85% diversion. Our recycling and waste representative has been an incredible resource.”

The training outlined how to become certified as a Zero Waste Business. “At the training, I realized that we are doing many things that would earn points towards certification but we aren’t documenting some of them,” said Lemos. “As a result, a summer intern is developing methods for recording more of our diversion efforts.”

The training reviewed simple things that can be done to reduce waste. “The day after the training, I set several of our printers on doubled sided copies to test the reaction,” said Lemos. “Our finance department already uses a paperless system and we hope to roll that out companywide. Also, we do most of our equipment repair and maintenance in-house. This enables us to refurbish and continue using equipment rather than replacing it.”

Encouragement from other businesses, such as Sierra Nevada Brewing Co., has been an asset according to Lemos. “We share ideas, materials and vendors committed to diversion,” said Lemos. “For several years, Lundberg Family Farms® has seen the value of reducing waste so I am in a good position for working toward certification. The training clarified the path to Zero Waste certification.” The Sierra College CACT assisted in the development of the USZWBC certification manual. For upcoming training, go to [uszwbc.org/events](http://uszwbc.org/events).



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## Customized Training Since 1992

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