

The Face of Manufacturing



A new program provides concentrated training that leads to a Certified Production Technician credential and prepares participants for eventual employment in high-wage, high-skill manufacturing occupations.

TEKA ROWE WAS LISTENING TO THE RADIO one morning last May while she fixed breakfast for her kids when WKIP's Hudson Valley Focus Live came on. The show happened to feature guests—Harold King, executive vice president of the Council of Industry, and Glenn Tanzman of SUNY Dutchess—discussing a new program being offered at SUNY Dutchess that would train Certified Production Technicians (CPTs) who could fill the workforce needs of local manufacturing companies. Rowe was already considering taking nursing classes at SUNY Dutchess, but this sounded like a better option. She had always liked working with her hands and doing anything tactile. She could envision a career in pharmaceutical production and decided to take the chance and enroll.

Tom Gannon, an Air Force veteran with work experience in industrial maintenance, heard about the CPT program from the Dutchess County Division of Veterans Services. Once enrolled, Gannon was impressed with the learning modules, an approach that enabled him to relearn two years' worth of math in three days. The 10-hour OSHA training module was also an eye-opener, as his past experience in maintenance hadn't included such a degree of detail in regard to safety. Gannon said the training on how to deal with co-workers was especially helpful to him as

someone reentering the workforce with, perhaps, outdated methods of interpersonal communication. Even though he has experience working in the manufacturing industry, Gannon says, "I'm learning so much more than I thought I would."

The first cohort of students began working in the program at SUNY Dutchess on June 9, 2014. By its completion, on August 28, they were ready for certification. The CPT program at SUNY Dutchess was created as part of the Trade Adjustment and Administrative Community College and Career Training Grant (TAACCCT), a federally funded, statewide initiative. The grant's purpose is to provide:

- Pathways for potential entrants into industrial jobs and careers
- A way for employers to identify potential employees with certified skills and familiarity with industrial processes
- A means for broadening and deepening employee skills, what TAACCCT calls 'latticed' and 'stacked' skills.

The grant gives community colleges and other institutions of higher education the funding to expand career training and education programs that can be completed in two years or less. The goal is to prepare participants for employment in high-wage, high-skill occupations. Initially, the 12-week CPT program will be available to veterans and to

DUTCHESS COMMUNITY COLLEGE



WORKFORCE TRAINING SOLUTIONS

- Computer Training • Management Development
- Organizational Improvement • Technical Programs

*Join the many businesses –
that have relied on DCC to provide quality,
affordable, customized employee training services.*

Call Virginia Stoeffel at (845) 431-8908 or visit
www.sunydutchess.edu/continuingeducation/training/

Ulster Adult Career Education Center

A division of Ulster BOCES



Learn About Career Possibilities!

- A+/Network+Fast Track
- Cosmetology
- Child Development
- Culinary
- Electrical
- HVAC
- Innovative Manufacturing
- Nursing Assistant
- Practical Nursing
- Photovoltaic
- Surgical Technologist
- Welding

Did you know that the US Department of Labor estimates the average worker will change careers 3-5 times during their lifetime? Let Ulster Adult Career Education Center help provide you with the skills needed to impress potential employers. Call today, 845-331-5050 for more information or to schedule an appointment with one of our career counselors; or visit us on the web at www.ulsterboces.org.



“We asked employers what they are looking for in new hires and we are training participants to those standards with the hope of those same employers then hiring the program graduates.”

unemployed workers displaced by the economy.

The six Mid-Hudson SUNY Community Colleges (Dutchess, Orange, Rockland, Sullivan, Ulster and Westchester) and the Council of Industry have partnered to implement the TAACCCT grant and have formed a workforce development committee to provide input for curriculum development. In the course of discussion about what kind of training the program should provide, a Council of Industry member observed, “I don’t need a certified machinist. Our process is unique, so we’ll need to train people to run our equipment anyway. What we need is someone who understands the manufacturing process, knows how to use basic tools, understands shop math, and who is reliable and can

learn. What I don’t want is someone who begins to get trained and doesn’t work out because he misses work or can’t get along with coworkers.” This sentiment was echoed over and over by company representatives and the CPT program aims to address this concern.

Designing the syllabus

Virginia Stoeffel, SUNY Dutchess Dean of Community Services and Special Programs, says the TAACCCT grant application process began about three years ago with a program designed around advanced manufacturing and preparing workers to meet the requirements for national certifications that had recently become available through the Manufacturing Skill Standards Council. The CPT program is the introductory level for Advanced Manufacturing and the curriculum is based on the MSSC’s certifications for nationally recognized standards in Safety; Quality Practices and Measurement; Manufacturing Production and Processes; Maintenance Awareness; and Green Production.

Local manufacturers were also polled as to what training they would find desirable in new hires and thus Lean Six Sigma, root cause analysis and technical math were added to the syllabus. “This process is designed to be a closed loop,” says Stoeffel. “We asked employers what they are looking for in new hires and we are training participants to those standards with the hope of those same employers then hiring the program graduates.”



The CPT-trained candidate brings knowledge of safety; quality practices and measurement; manufacturing processes and production; and maintenance awareness to the interview.

The final syllabus provides training and testing in the following areas:

- Technical Math
- Safety, including OSHA-10
- Quality and Measurement
- Lean Six Sigma
- Production Processes
- Root Cause Analysis
- Maintenance Awareness

Graduates of the 12-week program put in over 190 hours of classroom and online work. In addition participants gained hands-on experience working with micrometers and using tools and machines during the job shadowing. The Dutchess County Workforce Investment Board (WIB) was able to cover the tuition for the first cohort of the CPT Program and also provided statistics calculators, micrometers, calipers and notebooks for hands-on measurement work.

“The CPT-trained candidate brings knowledge of safety; quality practices and measurement; manufacturing processes and production; and maintenance awareness to the interview. He or she has also demonstrated reliability and responsibility in completing of the course,” explains James Kimple, the TAACCCT Grant coordinator

for the Hudson Valley. “CPT is also designed so that technicians who have earned it are prepared to continue developing skills required by changing technology—what educational jargon calls “stacked” and “latticed” skills.”

After program participants completed the classroom work, Council of Industry member companies MPI, Inc. and Nerak Systems provided a job-shadowing day. As CPT trainees were walked through the manufacturing process, it became obvious that their training had paid off. Many pointed out Lean practices and the use of production processes they had studied. They asked thoughtful questions about the maintenance procedures and were excited to use tools they had worked with in the classroom.

“The class would meet four mornings a week for a lecture or demonstration on the topic of the day, break for lunch and then reconvene in the afternoon for self-paced computer learning. Often they would complete these modules at home. One of the great things about this group is how they bonded and reached out to help each other when needed. They worked hard to help themselves and each other succeed,” explains Glenn Tanzman, TAACCCT Grant Project Coordinator and instructor for the CPT program.

In addition to hearing about the training opportunity on the radio, participants in the first cohort of the CPT program learned of it through veterans groups and local programs designed to help dislocated workers. Hopefully, publicity generated by these graduates will attract more candidates and more companies interested in hiring.

Express Business Loans

- Minimal Paperwork
- Fast Turnaround
- Up to \$100,000 for Commercial Vehicles and Equipment

Apply at any Branch Location

Subject to credit approval.
Terms and restrictions may apply.



www.rhinebeckbank.com

FDIC



THE REIS GROUP

INSURANCE WORTH HAVING.



BUSINESS, PERSONAL, LIFE & HEALTH



LOCATED THROUGHOUT THE HUDSON VALLEY:

KINGSTON
P: (845) 338-4656

NEW WINDSOR
P: (845) 561-2991

SAUGERTIES
P: (845) 246-9563

WATERVLIET
P: (518) 266-9966

FIND US ONLINE:



www.reisinsurance.com





SUNY Ulster, SUNY Westchester and SUNY Rockland are ready to launch their own programs with training in the CPT certifications and other manufacturing related modules.

The next cohort of participants will begin studies as soon as ten or more applicants are registered. Stoeffel says she will do all she can to have the Dutchess County WIB cover tuition for the next cohort so as not to impose a financial burden on participants. This fall, SUNY Dutchess plans to run a “Fast Track” version for companies wishing to get current employees the same certification.

After graduation, a mini-job fair was held to give company representatives an opportunity to meet with the CPT program graduates. Actually, program participants were going on job interviews even before graduation and several companies sent

Tanzman and Stoeffel emails requesting resumes and listing open positions. SUNY Ulster, SUNY Westchester and SUNY Rockland are ready to launch their own programs with training in the CPT certifications and other manufacturing related modules.

SUNY Ulster has added a twist to its CPT program, guaranteeing employment to Ulster County residents graduating from their recently announced “Ulster County Guaranteed Jobs Program.” County Executive Hein said, “The way the Guaranteed Jobs Program works is [that] selected participants will complete a 3-week Work Readiness component followed by a one week Closed Job Fair. They will then complete a 6-week Manufacturing Skills Training course and pass the Certified Production Technician Exam in order to graduate. Graduates are expected to receive guaranteed job offers from Ulster County’s private manufacturers.”

James Kimple points out that the success of the program hinges on manufacturers recognizing the value of CPT training. “A prepared and skilled workforce is a key piece of economic strategy to retain and attract industry in combination with the campaign to make NY more business friendly. As CI members begin to advertise that they desire or require Certified Production Technicians, our partners in education will continue to train them. We in the Hudson Valley can then advertise that ‘we have a workforce for you.’”

SUNY Ulster

Ulster County Community College
Continuing and Professional Education

SUNY Ulster offers workforce training, management skill development, computer training, and advanced manufacturing training.

Training Today's Workforce For Tomorrow

- Lean Manufacturing
- Mathematics for Machine Technology
- Blueprint Reading
- Introduction to Geometric Tolerancing
- PLC Training
- SolidWorks
- Certified Production Technician
- Electrical Theory
- Manufacturing Technology Certificate
- Industrial Mathematics
- Mechanical Measuring Instruments



For class dates or to register call us at (845) 339-2025
or visit us at sunyulster.edu/ce



Since 1986

LOCAL—ESTABLISHED—REPUTABLE—CONSCIENTIOUS



Temporary Staffing
Temp to Hire
Direct Hire Placement
Executive Recruiting

(845) 344-3434

www.hereshelp.com

NYS Certified Women Owned & Operated

