

We've Moved...

By Howard Johnson

The **Employ Florida Banner Center for Manufacturing** has recently relocated to the Corporate College at Polk State College (PSC) at the Airside Campus in Lakeland and is now up and running. The Center is a statewide, industry-driven resource for manufacturing workforce education and training. Through its consortium of industry, colleges, regional manufacturers associations, and workforce boards, in conjunction with the Manufacturers Association of Florida (MAF), the Banner Center develops and coordinates customized educational and training resources in order to enhance the competitiveness of Florida's manufacturing industry through workforce development.



Now in its third year of operation, the Banner Center is pursuing a wide array of initiatives that will build upon p r i o r achievements, furthering the establishment of a unified workforce

preparation system. We feel that it is imperative that this system creates the training and educational programs, curriculum, educational articulation pathways, and industry certifications that are needed to deliver high-performance manufacturing workplace competencies for Florida workers both now and in the future. Rob Clancey, Director of the PSC Corporate College and host of the Center at the PSC Airside facility welcomed the Center with these sentiments, "PSC has long been an ardent

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Guest Spotlight – James Moore, CSCP Manufacturing Manager at CardioCommand, Inc.

By Howard Johnson

James Moore knows firsthand the need for well trained workers in the manufacturing industry. As Manufacturing Manager at CardioCommand Inc. (www.CardioCommand.com), a leading innovator of medical devices, James knows that workers who are skilled in a broad spectrum of manufacturing competencies add great value to their company. CardioCommand employs about 15 full and part time permanent workers and a sizeable number of contractors. Being regulated by the FDA because of their status as a Class III medical device manufacturer (the highest category for life-sustaining devices), the quality and reliability of their products is critical. The multi-skilled highly productive worker is essential to their success.

James discovered the Banner Center for Manufacturing a couple years ago and decided that he would like to make its MSSC CPT-based "Manufacturing Essentials" training available to CardioCommand's incumbent workers. He recently participated in the Banner Center's MSSC Instructor Certification Course (ICC) training with the intent to begin training his permanent workers next January. James is convinced that the Banner Center's broad approach to "Manufacturing Essentials," covering Workplace Essentials, Production and Processes, Maintenance Awareness, Quality Assurance, and Safety Awareness, will improve both soft and hard skills needed by Cardio's workforce. He feels that the many specific topics embedded in the curriculum – Communications Skills, Team Building, Measurement, Problem Solving, etc. – will go a long way toward improving the quality of his workers. James further believes that attainment of the MSSC CPT (Manufacturing Skill Standards Council Certified Production Technician) certification will greatly

enhance the skills and pride of Cardio's workforce and the training is definitely applicable and valuable to any manufacturing environment.

In addition to improving his own workforce, James enjoys getting involved in the community at large. He

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From the Principal Investigator

As you have likely noticed, there are major changes taking place at the Employ Florida Banner Center for manufacturing.

First, we've relocated and re-launched the Center at our new host institution, Polk State College (PSC). The Center is collocated with the PSC Corporate College at the Lakeland Airside Campus. This move, will allow the Center to work with PSC-CC's highly successful Manufacturing Institute to bring lessons learned about training delivery to the Center's operations and leverage some of the successful programs for statewide implementation.

Related to the relocation of the Center, I made the decision to resign from FLATE and Hillsborough Community College (HCC) and join the PSC team for the operation of the Banner Center and for the building of their new Engineering Technology degree program. After working with the planning team, starting up operations, and serving as director of FLATE for the past five years, I now look forward to working with FLATE through partnership projects and activities with "Made in Florida", HCC, the Engineering Technology Forum, the Manufacturers Association of Florida, and continuing our work towards our mutual goal of making Florida's technical workforce education and training programs models for the nation.

Also, you may have noticed the Center's new look. With the re-launch of the entire Banner Centers initiative, Workforce Florida has worked with the Centers and Moore Consulting Group to rebrand the program. Our new logo and materials reflect the unified approach to developing the talent needed for Florida's key business sectors (see the 12 Centers article on page 4). Along with this new look, Workforce Florida has hired Catherine Kennedy as the new Banner Center Program Director. Some of you may already know Catherine as the lead contact for Florida's Incumbent Worker Training (IWT) program. Along with that experience Catherine brings contract management, economic development, and business outreach experience to the program. We look forward to working with Catherine to grow the entire Banner Centers initiative to serve the State of Florida.

This program year, the Center will embark on an aggressive set of deliverables to expand our offerings and support the education/training community for manufacturing talent development. Primary among these is the revitalization of our Center's Industry advisory Council. Every activity undertaken by the Center is guided by the needs of industry. We are proud of the support we have received from our advisory council and very pleased to announce that the Council's chairman, Art Hoelke of Knight's Armaments, has agreed to remain chairman during this transitional period. If you are

interested in serving on the Center's advisory council, please contact me at your earliest convenience. To support talent development we have several projects underway. We have under co-development with the Banner Center for Logistics and Distribution new curricula for the manufacturing logistics and distribution sector aligned with the recently launched MSSC CLA and CLT certifications. We have partnered with Hillsborough Community College's US Department of Labor Technology Based Learning grant to migrate the Center's "Manufacturing Fundamentals" and "Manufacturing Essentials" training materials to a hybrid learning environment. We'll be developing a "Lean for Green" training toolkit to assist manufacturers on the further greening of our sector. We'll be looking for partners to deploy our training curricula and academic programs in new regions of the state. One of these programs is the combination craft apprenticeship program that the Center has partnered with Mosaic Corporation and PSC to deploy. This program, discussed on page 3 of this newsletter, offers a modern way to prepare the essential maintenance staff needed for electrical, instrumentation, and automation as well as mechanics and millwrights. Lastly, we will continue to support Florida's academic programs (high school Career Academies, Technical Centers, and Community College programs) with curricula and professional development for faculty.

Lastly, I would like to welcome and introduce to you the Center's new staff. Howard Johnson joins the Center as the new Center Manager. Howard comes to the Center with a background in manufacturing, human resources, electrical power generation, and workforce training. Howard oversees the day-to-day operation of the Center and will ensure that we meet the deliverables laid out in our performance based contract from Workforce Florida. Toni Lauters has joined the Center as our Staff Assistant. Toni brings administrative experience in education and logistics and distribution to the Center. Welcome to both Howard and Toni.

As you can see, the Center is well positioned to grow our programs in service to Florida's manufacturing sector. We plan on leveraging our past successes, building statewide partnerships, and branching out into ventures leading to sustainability. Whether you are an industry employee, training provider, secondary or post-secondary educator, economic developer, or workforce development professional—the Center's programs are aimed at helping you build the skilled knowledge worker needed for Florida's present, and future, advanced manufacturing workforce. Together, we are advancing the productivity of the state's manufacturing workforce and the profitability of the companies that employ them. I look forward to hearing from each of you about partnership opportunities and how we can continue to make even greater advances. Thank you.

Eric A. Roe, Ph.D.

Mosaic’s Successful Apprenticeship Program

By Howard Johnson & Ernest Helms

When fertilizer manufacturer Mosaic discovered it was losing a large number of skilled maintenance workers to retirement, Mosaic and Polk State College Corporate College partnered with the Banner Center for Manufacturing, RWD, and Rockwell Automation to address the shortfall. Starting with the Banner Center’s Manufacturing Essentials curriculum which leads to the MSSC CPT (Manufacturing Skill Standards Council Certified Production Technician) certification, the partners developed an industrial apprenticeship program that may well serve as a national model.

The resulting apprenticeship program was designed to align with national industry certifications and lead to journeyman status in as little as two years. The first two classes of apprentices began in July of 2008 – one in electrical instrumentation and automation, the other in mechanical. The program comprises 1112 hours of related instructional theory and “hands on” lab time over a period of 18 to 24 months. The apprentices who qualify for “advanced standing” get 2000 hours a year in OJT (on-the-job training), which allows them to complete the program in an accelerated manner. The Florida Department of Education recently approved the program which means that Mosaic’s apprentices who complete the program will be approved for the “journeyman” status in either the Electrical Instrumentation & Automation craft (EIA) or the Mechanical/Millwright craft.

Some specific goals for the mechanical program participants include:

- Receive all 4 MSSC CPT Discipline Certificates and the MSSC CPT certification;
- Receive a 10-hour U.S. Department of Labor OSHA General Industry Safety and Health Outreach training certificate;
- Identify hazards associated with mechanical maintenance and correctly apply LOTO;
- Interpret Blueprints and mechanical drawings;

- Understand rigging and material handling fundamentals;
- Understand and perform lubrication;
- Complete Vibration Analysis Level I training;
- Perform dial and laser alignment;
- Perform arc and acetylene welding as required;
- Inspect, diagnose, disassemble and repair of production equipment and machinery;
- Graduate with Journeyman Certification (completion of OJT)



Specific goals for the EIA program (in addition to those specified for mechanical above) include:

- Identify hazards associated with electrical maintenance and correctly apply LOTO;
- Read and interpret schematics, wiring, and instrumentation diagrams;
- Perform common tests with VOM and amperage testing equipment;
- Inspect, test and calibrate industrial instrumentation;
- Perform basic troubleshooting and programming for PLC’s and automation equipment.

The former apprenticeship standards required 144 hours of annual classroom training and 8000 hours of OJT, which took four years. This new DOE-approved apprenticeship program is competency-based, aligned with multiple national certifications, and essentially cuts in half the time for completion by utilizing classroom training and 4000 hours OJT. It’s easy to see how this results in a tremendous cost savings to Mosaic and gives the successful participants a quicker track to journeyman status. From all indications, the quality of the apprenticeship experience and resulting skills of the workers has also been improved.

The Banner Center is seeking employers or regional manufacturing associations with an interest in replicating this program to meet the skilled maintenance workforce needed in their region.

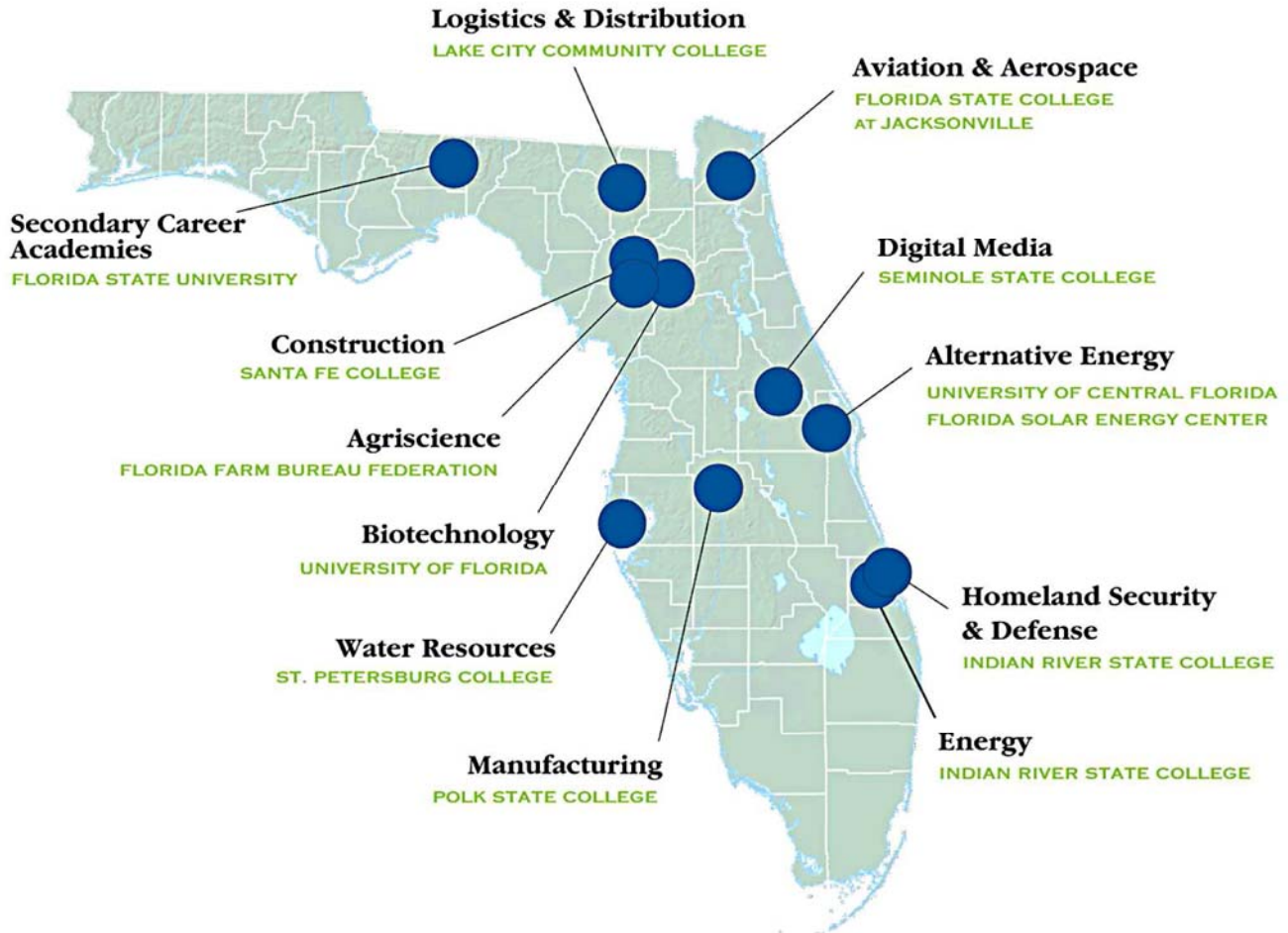
12 Banner Centers—developing Florida’s Talent Pathways

By Dr. Eric Roe

Concurrent with the re-launch of the Banner Center for Manufacturing, Workforce Florida also revitalized the entire Banner Center’s initiative through the renewal of existing Centers and creation of several new Centers to serve vital economic sectors in Florida. There are now 12 Employ Florida Banner Centers throughout Florida charged with creating and providing up-to-date educational and training programs, certification resources, and best practices for workforce development in Florida’s high-skills, high-wage industries. Most, but not all of the centers are based at Florida colleges or universities and serve the entire State of Florida.

The 11 industry-focused centers, and the career academy center, are listed in the next column with their website addresses and their host institutions placed on the map below.

- Agriscience at Florida Farm Bureau Federation (website under development)
- Alternative Energy at University of Central Florida www.fsec.ucf.edu/en/education/banner/index.htm
- Aviation & Aerospace at Florida State College www.aerocenter.org
- Biotechnology at University of Florida www.cerhb.ufl.edu/education_wfi.html
- Construction at Santa Fe College www.buildflorida.org
- Digital Media at Seminole State College www.digitalmediabannercenter.com
- Energy at Indian River State College www.bannercenterforenergy.com
- Homeland Security & Defense at Indian River St. College www.homelandsecuritybannercenter.com
- Logistics & Distribution at Lake City Community College www.logisticsbannercenter.com
- Manufacturing at Polk State College www.banner-mfg.org
- Secondary Career Academies at Florida State University www.bannersecondary.com
- Water Resources at St. Petersburg College - www.BannerCenterH2O.com



Guest Spotlight (Continued from page 1)

will be speaking at Middleton High School (MHS) as part of the Great American Teach-In on November 18th. MHS (www1.sdhc.k12.fl.us/~middleton.high/) in Tampa, FL is a STEM (Science, Technology, Engineering & Math) magnet school. James feels so strongly about Banner Center’s MSSC Manufacturing Essentials curriculum that he will be using part of it as his Middleton presentation. He knows manufacturing is a crucial element of any economy and wants students to know this training is available to help prepare them for good jobs.

James also has a passion for helping the unemployed. As Career Services Director for APICS Florida West Coast Chapter (Association for Operations Management) (www.APICS-FLWC.org), James provides job seekers with resources to assist them with their job search. He connects job seekers with subject matter training, support groups, and anything else he can do to assist them in obtaining employment. As part of this effort, James will be hosting a webinar on November 17th entitled “LinkedIn Job Search Strategies” and will also host a Career Services Seminar the next day at the Jobbing Office in Tampa.

We appreciate James’ participation and CardioCommand’s partnering with the Banner Center for Manufacturing and look forward to his success stories as they unfold. If you would like additional information from James regarding his experience with the Banner Center’s curriculum or ICC training or you want to know more about CardioCommand, James can be reached at 813.289.5555, or at jmoore@cardiocommand.com.

We’ve Moved... (Continued from page 1)

supporter of the manufacturing sector through our Corporate College’s Advanced Manufacturing Institute and partnership in the Banner Center, we look forward to growing the Center’s initiatives in support of this vitally important sector and the opportunities to bring our regional best-practices to partners statewide.”

Our new contact information is:
 Employ Florida Banner Center for Manufacturing
 Polk State College
 999 Avenue H, NE – Station 100
 Winter Haven, FL 33881

Employ Florida Banner Center For Manufacturing

Polk State College / PSC Corporate College
 999 Avenue H, NE — Station 100
 Winter Haven, FL 33881

Eric A. Roe, Ph.D.
 Principal Investigator
 T: 863-669-2838
 F: 863-669-2330
roe@banner-mfg.org



Visit the Employ Florida Banner Center for Manufacturing at:
www.banner-mfg.org

Founding Partners:

- Hillsborough Community College • Bay Area Manufacturers Association • Tampa Bay Workforce Alliance • Florida State College at Jacksonville • First Coast Manufacturers Association • WorkSource • State College of Florida • Sarasota-Manatee Area Manufacturers Association • Suncoast Workforce Board • Pasco-Hernando Community College • Hernando County Economic Development Council • Pasco-Hernando Jobs & Educ. Regional Partnership Board • Polk State College • Polk Manufacturing Association • Polk Works • Workforce Florida, Inc.

Advisory Council:

- Manufacturers Association of Florida
- Biomet Microfixation
- Colomer USA
- Duratek Precast Technologies
- Florida Natural Growers
- FTSI
- IsoAid
- Jabil Circuits
- Knight’s Armament Company
- Lockheed Martin Missiles & Fire Control
- Mileo & Associates
- PGT Industries
- Rockwell Automation
- First Coast Manufacturers Association
- Polk Manufacturing Association
- South Florida Manufacturers Association
- Sarasota-Manatee Area Manufacturers Association
- Florida State College at Jacksonville
- Pasco-Hernando Community College
- Polk State College—PSC Corporate College
- St. Lucie County Schools
- State College of Florida
- First Coast Workforce Development
- Pasco-Hernando Jobs & Education Partnership
- Polk Works
- Suncoast Workforce Board
- Tampa Bay Workforce Alliance
- Enterprise Florida
- Jacksonville Regional Chamber of Commerce
- Tampa Chamber of Commerce

MANUFACTURING CONNECTIONS

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