



The M-TEC Monitor

July 2010

Volume 16

“The healthiest competition occurs when average people win by putting forth above average effort.”

- Colin Powell

M-TEC Launches New On-Line Training Catalog

M-TEC is pleased to announce the availability of an On-line Training Catalog that will enable you to review a listing of M-TEC programs and course descriptions at your convenience. To access the catalog, please visit the M-TEC website (www.mteckvcc.com), click on the link for “Training”, and then click on the picture of the catalog.

This catalog contains a listing of the courses that we are frequently asked to deliver. Our courses cover a wide variety of topics, including Business & Professional Development, Software Applications, Lean Methodology, and Manufacturing & Technical Skills...to name a few.

If your organization is in need of training on a topic that is not included in the catalog, please contact Trish Schroeder at pschroeder@kvcc.edu or 269-353-1275. With our demand-driven business model, we are prepared to respond to your business needs in a timely, effective manner. We will be happy to work with you to customize or develop training content that meets the unique skill development needs of your workforce.

Upcoming Focus Forum: Leveraging Social Media for Business

Twitter. RSS Feeds. Podcasts. Facebook. Web 2.0. LinkedIn. Blogs. These are just a few of the buzzwords associated with Social Media that have emerged on the business landscape in the last few years. Research suggests that these free tools can translate into real benefits for business. If you are like many others, you may find yourself wondering what role, if any, these tools should play in your workplace.

Join us on July 28th for an interactive, informational session that will provide you with an opportunity to explore social media tools and hear practical ideas on how these innovative tools can be leveraged to help achieve business objectives.

The cost of this Focus Form is \$30, and includes a continental breakfast. To register or view more information about the forum, please visit www.mteckvcc.com and click on the link for Online Registration. You can also contact Lisa Breithaupt at lbowenbreit@kvcc.edu or 269-353-1257.

Local Economic Development Organizations Partner with Business to Understand Issues that Impact their Industry Today and into the Future

KVCC/M-TEC, MI Works! and Southwest Michigan First recently met with local business leaders to understand the issues of critical importance to the insurance industry. M-TEC hosted the meeting to facilitate the collaborative spirit that is necessary in today's economic environment to enable industry to survive and grow in the future.

The local economic development organizations came together to seek ways to leverage resources in support of industry sustainability/growth. The participants learned that the insurance industry faces a multitude of challenges across the breadth of their services that can range from

“There is more than one way to look at a problem, and they may all be right.”

- Norman Schwartzkoft

auto, to property and casualty (both residential and commercial) and, of course, Healthcare. To that end, the following topics were discussed:

- Trends that have affected the industry in recent years
- The impact that these trends have had on the growth or decline of the industry
- The direction the industry is heading
- The skill sets that are pre-requisite to ensure that qualified candidates are available for employment in the regional workforce of the future.

The Insurance Industry forum is the first in a series of forums to be scheduled to address local industry trends, workforce development needs, and economic development opportunities. If you are involved in an industry and you would like to meet with peers and local economic development organizations to identify opportunities for collaboration, please contact Trish Schroeder, pschroeder@kvcc.edu 269-353-1275.

Training Customer Spotlight – Humphrey Products

Headquartered in Kalamazoo, **Humphrey Products** manufactures pneumatic valves and pneumatic actuators that control and deliver pneumatic power. For more than 100 years, Humphrey has been developing products -- all built with quality craftsmanship and reliability – for applications to be used in many different industries. Humphrey’s expertise is based on technologies proven in its standard products, enabling Humphrey to create truly customized solutions for unique commercial and industrial applications.

Humphrey’s manufacturing facilities are among the most advanced in the industry. Humphrey is ISO 9001:2008 and 13485:2003 certified, offering state-of-the-art equipment and processes designed to meet virtually every manufacturing challenge. With its leading-edge manufacturing methodologies, Humphrey can ensure every product is the most efficient and cost-effective it can be.

“We have made extensive use of M-TEC’s training resources over the last several years,” said Dave Maurer, Director of Operations and Facilities at Humphrey Products. “Trish Schroeder has helped us set up and then administered curriculums in Lean Culture Change, PPAP and, most recently, on the ISO:13485 medical device Quality Management System (QMS). Through this training, supported in part by grants that M-TEC also assisted in our application for, we have been able to execute a series of strategic moves that have resulted in a number of exciting business opportunities. We’re very thankful for the help Trish and M-TEC have provided to Humphrey Products and we look forward to maintaining our relationship going forward.”

Contact Humphrey Products at 1-800-477-8707 or www.humphrey-products.com.

Academy Programs Continue to Grow

Guided by our commitment to demand-driven workforce development, M-TEC’s Career Academies strengthen alignments between industry workforce needs and skill development by providing competency-based training for growing and diversifying industries. Career Academies are fast-track skill enhancement training programs supported by industry and relevant to jobs available today.

We have several career academies here at the M-TEC, with many new programs being explored. Our newest career academy is the 10-week **Patient Care Academy** designed to prepare students for employment as cross-trained patient care professionals. Graduates of the program will be prepared for immediate employment in long-term care facilities, rehabilitation offices, hospice, physician’s offices, and hospitals. Students who successfully complete this program are eligible to take the State of Michigan examination to become a Certified Nurse Assistant (CNA).

"Never lose sight of the fact that the most important yardstick of your success will be how you treat other people."

- Barbara Bush

Our 26-week **Wind Turbine Technician Academy** is a competency based training designed to assure graduating students have demonstrated mastery of core technical skills essential to perform effectively and safely as an entry level wind turbine technician. These technicians are employed by turbine manufacturers and firms that provide operational and maintenance services, as well as construction companies. M-TEC has established the only competency based program in the U.S. certified by the Bildungszentrum für Erneuerbare Energien (BZEE) Renewable Energy Education Center. The BZEE is recognized internationally as the premier training provider for Wind Turbine Technicians in Europe and North America.

The **Automotive Technician Academy** is a 33-week accelerated training which prepares students with demonstrated competency in the skills and credentials necessary to begin a successful career as an Automotive Technician. The program is aligned with the National Automotive Technology Education Foundation (NATEF) and as such provides a foundation for success on the Michigan licensing exams for automotive technicians.

Finally, our **Hospitality Academy** provides the perfect start for students looking for a competitive edge in hospitality. This 7-week program provides training for careers in the rooms and food and beverage divisions of a lodging operation, including front desk, reservations, housekeeping, bell services, restaurant service, and banquet set-up and service. Guest service, professionalism, communication, and ethics are other important components of this program. Students completing the program receive a nationally recognized certification from the American Hotel and Lodging Association.

Information about all of our career academies can be found online at www.kvcc.edu/training.

M-TEC Hosts Community of Practice (CoP) Forum

As the result of a suggestion from a local company, M-TEC is the site for area employer learning leaders to meet to identify common business needs and best practices, share resources and create new solutions for the future.

What is a Community of Practice?

"A community of practice is different from a network in the sense that it is 'about' something; it is not just a set of relationships. It has an identity as a community and thus shapes the identities of its members. A community of practice exists because it produces a shared practice as members engage in a collective process of learning."

- ***Etienne Wenger, Systems Thinker, June 1998***

Specifically, the six area companies utilized the initial forum to identify if there was interest in partnering to create solutions to meet common business needs that could benefit each individual organization as well as the greater community.

Subsequent meetings focused on the potential for the participants to:

- Share and interpret information across organizational boundaries.
- Create a dynamic, forward-thinking community that is organized around what matters to its members.
- Recognize knowledge as a key asset; where it can be created, shared, organized, revised and ultimately owned by all of its members.

To date, the group has come together 3 times as a result of the participants' decision to meet once a month. The CoP meeting format continues to evolve as members learn the importance of adapting between formal and informal learning activities that are best suited to address the business objective of interest. Stay tuned for CoP lessons learned in future editions. For more information contact Trish Schroeder, pschroeder@kvcc.edu or 269-353-1275.

Wind Turbine Technician Academy Update

"You miss 100 percent of the shots you do not take."

- Wayne Gretzky

On April 28, 2010, the Wind Turbine Technician Academy graduated its first 16 technicians. Everyone who graduated was successful in earning the Kalamazoo Valley Community College Certificate of Completion and were Certified by the Bildungszentrum für Erneuerbare Energien (BZEE). KVCC is the only school in the United States certified to grant this credential.

Located in Husum, Germany, and founded in 2000, BZEE was created and supported by major wind-turbine manufacturers, component makers, and enterprises that provide operation and maintenance services. As wind-energy production increased throughout Europe, the need for high-quality, industry-driven, international standards emerged. BZEE has become the leading trainer for wind-turbine technicians across Europe and now in Asia.

The jobs report is exciting. Of the 16, one has been redeployed to Afghanistan and another has returned to college to finish up a Bachelor degree. All the remaining 14 have been offered technician jobs. Our students are working in every region of the US and in Europe.

The second program began on June 11.

There have been many exciting developments with the launch of the program - notably:

The academy received a \$550,000 federal appropriation to purchase specialized laboratory equipment, including a 90-foot tower and turbine-unit platform that are scheduled to be installed in the M-TEC's parking median for training purposes this summer.

A video about the program is available at <http://www.mteckvcc.com/windtechacademy.html>

Educational partnerships have emerged with:

Fuhrlaender North America, and Fuhrlaender AG
Crystal Flash Renewable Energy L.L.C.
Miller by Sperian
Tru-Tech Industries
Workforce Solutions Inc. (WSI)

The staff participated in numerous conferences around the country presenting information about the program and delivering industry training.

This month, the KVCC team will present at the Freshwater Wind 2010 conference in Cleveland Ohio. Cindy Buckley, Executive Director of Training at the M-TEC, which is home to the KVCC Wind Turbine Technician Academy, will be on a panel that looks at the skilled labor needed to construct offshore wind farms and maintain the giant turbines that are clustered there. Her presentation is planned for 10:45 a.m. on Tuesday, July 20, on the second day of "Freshwater Wind 2010: Building the Successful Business Case for Offshore Wind Development in the Great Lakes" that will be held in Cleveland.

Tom Sutton, Instructional Manager for the Wind Turbine Technician Academy, will present on the topic of **Servicing Offshore Turbines**. This session will address the additional safety training requirements, as well as technological considerations in the operation and maintenance of off shore turbines.

Conference planners are bringing together developers, equipment manufacturers, legislators, financiers, and other stakeholders who believe that wind energy, because it is the fastest-growing industry in North America, could be the force that leads to billions of dollars of investment and restores the economic might of the Great Lakes region.

Across this part of the United States, major developments are being proposed to take advantage of some of the most reliable and strongest wind resources in the world. For more information, contact Cindy Buckley at 269-353-1250 or cbuckley@kvcc.edu.

Your most unhappy customers are your greatest source of learning.

-Bill Gates

Offshore Wind Development and Michigan Energy Future

The debate continues as to how and where to develop wind farms in the Great Lakes waters of Michigan. Headlines regarding a project proposed by Scandia Wind for the coast of west Michigan have captured a good deal of attention.

While our coastal neighbors have a natural interest in the outcome of the debates, it is important that all the citizens of Michigan understand the decisions our legislature will be addressing later this year. The M-TEC will be announcing public programs with regional wind development insiders for later this summer. In the mean time, we encourage you to consider participating in one of these upcoming opportunities. Click on each title for more information. You can also contact Cindy Buckley at 269-353-1250 or cbuckley@kvcc.edu.

July 20 - [Great Lakes Offshore Wind Council](#) will hold a public meeting in Grand Rapids. The link below provides additional information.

July 28 - [American Wind Energy Association](#) and the Right Place host a Wind Industry Supply Chain Seminar.

Facility Customer Spotlight - Kalsec®

Founded in Kalamazoo, Michigan in 1958, the "[Kalamazoo Spice Extraction Company](#)" (Kalsec®) began as a producer and marketer of natural herbs and spices for food manufacturers. Over the last 50 years the family-owned company has expanded its focus, becoming experts not only in spice and herb extraction, but pioneering breakthrough products and processes in antioxidant management and color stabilization.

Today, Kalsec® is an international leader in the development of spice and herb extracts, natural flavors, colors and antioxidants, modified hop extracts, dry products and nutritional ingredients for the manufactured food, beverage, nutritional and pharmaceutical markets.

Kalsec® believes in giving back to the community. In 2007, Kalsec® formed the Charitable Activities Team to formally direct charitable donations and activities to provide assistance in those communities where Kalsec® manufactures products. This commitment has included support for local programs such as Meals on Wheels and has expanded to include global support to programs such as The Salvation Army "Make one million meals for Haiti!"

Kalsec® has used M-TEC's facilities to host training sessions and sales meetings, including a recent hops product line global sales meeting. M-TEC's convenient location and accommodations make it ideal for meetings that are too large to host at Kalsec®'s Kalamazoo facility.

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