



Community Update

News about MSSC's Certified Production Technician (CPT) training and certification system

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North Texas Advanced Manufacturing and Logistics Summit

The North Texas Advanced Manufacturing and Logistics Summit took place on March 26th at The Gaylord Texan Resort in Grapevine, TX. Over 250 people attended the event, which was designed to promote use of MSSC training and certifications for front-line production workers (CPT) and supply chain workers (CLA/CLT) in the region and state. More than 50% of the attendees were from companies, with others from schools, one-stops and economic development organizations. Speakers and panelists at the Summit shared accomplishments and lessons learned through developing and implementing MSSC certifications.

Tom Pauken, Chairman of the Texas Workforce Commission, opened the proceedings noting that the focus is on greater certification, which MSSC provides. He stated that the TX legislature was expecting to give higher funding priority to job training.

Ron Lehman, Executive Vice President, Kuder, Inc. underlined the key role of an industry-certified workforce to the economic future of North Texas. Given the importance of both advanced manufacturing and logistics to the region, MSSC's certifications in both areas are a good fit. Noting the low level of student interest in both fields, Ron believes that MSSC can help by supplying "education with a purpose".

James A. McCaslin, President & COO, Harley-Davidson Motor Company, explained the ways in which MSSC certifica-



David K. Setzer, Workforce Solutions N Central TX and James A. McCaslin, Harley Davidson

tion benefits the manufactures. Noting that workforce skills remain a top strategic priority for Harley, he listed ways in which Harley uses and promotes MSSC and encourage TX manufacturers to follow suit.

John Taylor, Workforce Development and Integration Sr. Manager, Production Operations, Lockheed Martin Corporation, reported that TX Aerospace Cluster was using the MSSC Safety Module. His company views MSSC as a valuable avenue for building the foundational skills of both future and incumbent workers.

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Illinois Manufacturers' Association Champions MSSC Skills Certification System for Production Workers

Manufacturing remains a vital part of the Illinois economy and the need for highly skilled workers continues. Experts say some 30,000 new manufacturing workers will be needed each year for the next ten years to replace the retiring baby-boomer generation. "Despite the current recession, we are facing a 'pipeline' crisis," says Ron Bullock, Chairman of the Illinois Manufacturers Association Board of Directors.

In response to this challenge, the IMA concluded an agreement on January 26, 2009 with the nationally recognized Manufacturing Skill Standards Council (MSSC). This agreement gives the IMA exclusive rights to distribute and market the MSSC Certification System in Illinois. This agreement builds on a September 2008 IMA Board resolution that encourages its 4,000 members to take MSSC certificates into account in their recruiting and hiring processes.

"MSSC credentials offer Illinois manufacturers an opportunity to reduce recruitment costs, eliminate remedial training costs, and attract a motivated workforce," states Leo Reddy, MSSC CEO. "MSSC's industry-recognized credentials also allow high schoolers, college students, workers, and career changers to demonstrate that they possess the core skills and flexibility needed to keep pace with technological change in both current and future industries."

IMA President & CEO, Gregory W. Baise, adds, "The fact that the MSSC Certification System applies to all our members, irrespective of their industry sector is particularly appealing. We believe that our agreement with MSSC can help keep Illinois at the forefront of the nationwide effort to build a manufacturing workforce with the advanced manufacturing skills required for U.S. manufacturers to compete effectively in the global economy."

MSSC Becomes Founding Partner in New NAM-endorsed Skills Certification System



Leo Reddy & Governor John Engler at the National Press Club on March 4th

We are pleased to announce that MSSC has entered into a partnership with the NAM Manufacturing Institute to develop and promote a new "NAM-endorsed Skills Certification System." The founding partners with NAM are:

- American College Testing (ACT), which offers a National Career Readiness Certificate (NCRC), based upon Workkeys testing and focused on the work-readiness academic and employability skills
- MSSC, which offers training and testing leading to a Certified Production Technician (CPT) certification, focused on core technical competencies common to all production occupations in all manufacturing sectors
- National Institute of Metalworking Skills (NIMS), which

offers a variety of certificates, focused on workforce skills in precision machining occupations

- American Welding Society (AWS), which offers certificates focused on workforce skills in welding occupation
- Society of Manufacturing Engineers (SME), which offers certificates at the higher engineering and advanced technical levels.

NAM, with its strong outreach capabilities to its members and to policy leaders, is a valuable ally in promoting the concept of industry-recognized, nationally validated, reliable and legally defensible standards and certifications as a key tool in enhancing the skills of the manufacturing workforce. NAM is committed to promoting the training and certification programs of its partners, not in developing competitive certifications. This System clarifies relationship among the various certification bodies, helping companies, workers and students gain a clearer understanding of their certification options along an entire career pathway

NAM and the partners are working together to identify various funding sources to strengthen the adoption of manufacturing-related certifications.

This partnership represents a continuation of the collaborative relationship with NAM that has existed ever since the MSSC was officially recognized in 1998 as the "Voluntary Partnership for Manufacturing" under the provisions of the National Skill Standards Act.

“Impact Survey” Documents Advantages of MSSC-Certified Workers to Companies

Survey Highlights

Percentage of employers who rank MSSC-certified workers “much higher” or “somewhat higher” than un-certified workers.

- **77%** in the four MSSC critical work function modules: Safety, Quality, Manufacturing Processes, and Maintenance.
- **70%** in Productivity, Cycle Time Reduction, Motivation, Trainability, Communications with Internal & External Customers, Teamwork, Problem solving, Overall Attitude & Behavior.
- **80%** in Granting an Interview, Hiring the applicant, Granting a Pay increase, and Assigning Supervisory Responsibilities.

Last October, MSSC commissioned a survey of companies using MSSC-certified production workers to document the impact of their performance on a range of critical business metrics. The survey results to date show that 70-80% of employers rank MSSC-certified workers “much higher” or “somewhat higher” on those metrics than un-certified workers.

Given the high value of this survey, MSSC will circulate it to all participating companies whose workers have received CPT and CLT certifications three months after the credentials are issued. Based upon the returns from this continuous process, MSSC will report survey results periodically in its CPT and CLT “Community Updates.”

MSSC Certification Systems “ELIGIBLE” to Become ANSI/ISO Accredited

We are delighted to inform our community that we have passed the initial requirements to become “eligible” to participate in the American National Standards Institute’s (ANSI’s) Accreditation Program for Personnel Certification Bodies.

The process used by ANSI to accredit certification bodies is based on an international standard (ISO/IEC 17024). Adherence to a rigorous internationally recognized accreditation process ensures that the ANSI process conforms to the highest accreditation standard and represents the best practices in accreditation. ANSI is the only personnel certification accreditation body in the United States to meet nationally accepted practices for accreditation bodies.

The ANSI accreditation process involves both a review of a paper application and the performance of an assessment (onsite visit) to validate information provided by each applicant. The use of an onsite assessment for accreditation of personnel certification agencies is unique to ANSI.

The process for accreditation takes many months. MSSC is expected to receive full accreditation by the

end of 2009. When MSSC garners this accreditation it will be the only ANSI/ISO 17024 accredited US manufacturing and supply chain certification body for frontline workers.

For MSSC-certified Assessment Centers this may impose changes in existing center policies including:

- MSSC Instructors can NOT also be assessment proctors
- Assessment center security standards must be maintained whether at a permanent or remote location
- In order to maintain standards to protect the “confidentiality” of the certificant, assessment centers must have a test taker “waive” their confidentiality rights via a signed waiver. Otherwise, test scores will not be provided to the proctors or Site Coordinators.

For more information: <https://www.ansica.org/wwwversion2/outside/ALLdirectoryDetails.asp?menuID=2&prgID=201&orgID=52&status=2>

North Texas Advanced Manufacturing and Logistics Summit cont.



Mike Berry, Pres., Hillwood Development & Alliance Global Logistics Hub

Workforce Enhancement Panel:

Mike Berry, President, Hillwood Development Company and Alliance Global Logistics Hub explained the importance of workforce skills among the large community of companies using Alliance as their distribution center and the way that CLA/CLT certification can provide the solution. He reported that Tarrant County College, the Alliance TX training provider, would serve as the national center for training CLA/CLT instructors.

Drew Casani, Director of the TX Manufacturing Assistance Center (TMAC) moderated a panel on the use of MSSC and Lean Assessments by small-to-medium-sized manufacturers. **TMAC Consultant Bob Nichol and Community Learning Center (CLC) Instructor Sam Deckich** detailed this dual-assessment process. Three of the companies assessed stated their satisfaction with the process and related MSSC “Diagnostic Tool for Employers.”

Education Leadership Panel:

An Education Leadership Panel, moderated by **Candy Slocum, Executive Director, North Central Texas Interlink**, provided examples of the use of MSSC in high schools in TX. **Craig Wright, Director, Career and Technology Education, and Ryan Kennedy Arlington ISD** described the benefits of providing MSSC as curriculum. They attract students and parents, and keep them interested in the program by teaming with large companies who use MSSC as human resource tool to find quality candidates.

Blake Rieber, Coordinator, Byron Martin Advanced Technology Center, Lubbock ISD informed the crowd that their school currently has a waiting list for most of their programs but are guaranteed a seat if they take MSSC certification courses. MSSC is a retention factor that increases the maturity level of their students.

Breakout Sessions:

Following these plenary speakers and panels, attendees were invited to 3 breakout sessions: (1) *Education and Training* session, which hosted by **Dr. Kathleen Noble, Associate Vice Chancellor for Continuing Education, Tarrant CC, Angela Traiforos, Executive Director, CLC, and Ruben Johnson, Executive Dean, Cedar Valley College, Dallas County CC**; (2) *Resource Models and Information for Economic Development Councils* led by **Terri Patterson, Director of Workforce Development, Lubbock Economic Development Council Alliance. Jim Sudela, Director of Operations, Northern Brazoria County Education Alliance, and Daniel Swart, Director, U.S. Department of Commerce**; and (3) *Using MSSC Tools-Recruitment, Training, Assessment & Certification*, led by **Pat Boutier, Manufacturing Specialist, TMAC and Leo Reddy, CEO, MSSC**



Tom Pauken, Chairman TX Workforce Commission and Ron Lehman, EVP, Kuder Inc.

National CTE Groups Urge Increased Perkins Act Funding

In a March 31 letter to President Obama, cosigned by MSSC, three national organizations representing education and training, employer and student groups argued for at least \$1.4 billion in the President's FY 2010 budget to support secondary and postsecondary technical education through the Carl D. Perkins Career and Technical Act.

The Association for Career and Technical Education, the State Directors of Career Technical Education Consortium and the American Association of Community Colleges note that "since Fiscal Year 2002, the federal investment in the Perkins Act has decreased by \$42 million, while enrollment levels have soared to a record high." They urge a renewed commitment to funding the program in order to realize the full potential CTE can have on advancing the President's goals, stimulating the economy and preparing youth and dislocated workers with the skills needed to succeed in today's highly technical environment.

In their support of more funding, the three organizations cite several key findings:

- **Students who earn a CTE-related associate's degree or certificate can make an average of \$9,000 more a year than an average individual with a humanities or social sciences focused associate's degree.**
- **A ratio of one CTE class for every two academic classes minimized the risk of students dropping out of high school.**
- **CTE students are significantly more likely than their non-CTE counterparts to report that they developed problem solving, project completion, research, math, college application, work-related communication, time management and critical thinking skills during high school.**

The organizations further note that the Perkins Act continues to evolve to ensure workers are well prepared to hold jobs in high-wage, high-skill, high-demand careers. In addition to training for specific jobs, CTE gives people transferable skills that lead to sustained career development.

MSSC Announces New Supply Chain Logistics Certification Program

MSSC is happy to announce its new training, assessment and certification system for supply chain logistics. Individuals will be assessed for two credentials: the foundational-level *Certified Logistics Associate (CLA)* certificate and mid-level *Certified Logistics Technician (CLT)* Certification. CLA is a prerequisite for CLT. These credentials address the core competencies of higher skilled, front-line material handling workers (entry level to first line of supervision) across the supply chain: from factories, to warehouses, to distribution centers, to transporters.

The pilot assessment test for the new program was completed on March 13, 2009, and the first Instructor Training was held in Ft. Worth, Texas, March 31-April 2. For more information about this new CLA/CLT certification system please contact Ryan Beal, Marketing Coordinator at (703) 739-9000 x 223 or ryan.beal@msscusa.org.



MSSC to offer two new certifications: *Certified Logistics Associate (CLA)* certificate and mid-level *Certified Logistics Technician (CLT)*



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CERTIFYING
THE INDUSTRIAL
ATHLETE OF
THE FUTURE.

The Manufacturing Skill Standards Council (MSSC) is an industry-led training, assessment and certification system focused on the *core* skills and knowledge needed by the nation's production and logistics workers. The nationwide MSSC System offers both entry-level and incumbent workers the opportunity to demonstrate that they have mastered the skills increasingly needed in the high-growth, technology-intensive jobs of the 21st century.

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Upcoming Event

Mark Your Calendar!

MSSC Community members are encouraged to attend the "Workforce Symposium '09 – Pathways to Engagement," at the Crown Plaza Chicago O'Hare Hotel, on June 16-17. This conference will showcase "proven solutions and best practices to fill the pipeline with knowledge workers." A member of the Symposium Organizing Committee, MSSC will lead a breakout session on the morning of June 16 on the role of skills certification. The Symposium is led by the National Defense Industries Association (NDIA) and supported by MSSC, SME, the NAM Manufacturing Institute, and NACFAM. For further program details and registration information, please contact Tia Pitt at tpitt@ndia.org or call (703) 247-9467.

www.ndia.org/meetings/9190

NDIA Workforce Symposium, June 16-17, Chicago

