

Part 1 – Agency Profile

Agency Overview

In 1993, the Idaho Department of Commerce convened 45 representatives of economic development groups who supported the manufacturing extension center concept. In 1994, the Governor and ten key economic development entities pledged support for manufacturing extension by signing Idaho's Technology Partnership Agreement. Approval to establish "TechHelp" within the National Institute of Standards and Technology (NIST) Manufacturing Extension Partnership (MEP) was granted in late 1995. In 1996, TechHelp was established at Boise State University and the first director and field engineer were appointed.

Today, TechHelp is a partnership of Idaho's three state universities and an affiliate of the NIST/MEP system. It is also Idaho's Economic Development Administration University Center, targeting economically distressed areas of Idaho. TechHelp specialists have access to cutting-edge knowledge through links to local universities and to a national network of over 2000 manufacturing specialists through the MEP system.

TechHelp's six manufacturing specialists operate out of offices in Boise, Post Falls, and Pocatello. TechHelp's primary mission is to provide technical assistance, training, and information to strengthen the competitiveness of Idaho manufacturers through product and process innovation. TechHelp provides internships to students at the College of Engineering's New Product Development (NPD) Lab at Boise State University. Internships give university students the opportunity to gain real world experience with innovative Idaho companies and expose Idaho companies to talented young professionals looking to enter the state's workforce.

TechHelp Advisory Board

TechHelp's Executive Director reports to the Dean of the BSU College of Business & Economics and takes advisement from an Advisory Board made up of representatives from private industry, education, and government. TechHelp Board bylaws state that a full board consists of 9 - 11 members; at least seven of whom are from manufacturing and two from the public sector. The Director appoints non-voting members with approval of the Board.

TechHelp Partners

TechHelp works with state and federal partners, listed below, to meet its mission of assisting Idaho manufacturers. TechHelp also works with local groups such as chambers of commerce and economic development organizations to stay abreast of community development issues and meet the needs of Idaho companies.

Partnership	Center Role	Required/Desired of Center
U.S. Manufacturing Extension Partnership	MEP Center	Assist manufacturers in Idaho to be more competitive
U.S. Economic Development Administration	EDA University Center	Serve manufacturers in remote/distressed areas of Idaho
State of Idaho	Economic Development	Serve manufacturers in Idaho Participate in implementation of Science & Technology Plan with product development service
Idaho State Universities	Contracted Partner (outreach program for economic development)	Build University reputation through professional development activity, training and internships
Idaho SBDC	Informal Partnership	Cross-referrals and delivery of services

Special Programs—Tech Help

Performance Measurement Report

Idaho Department of Commerce	Procurement Technical Assistance Center (PTAC)	Increase government contracting by Idaho manufacturers
Idaho Department of Labor	Workforce Development Training	Provide Idaho workers with training in advanced manufacturing skills
Idaho Department of Agriculture	Informal Partnership	Cross-referrals and delivery of services

Core Functions/Idaho Code

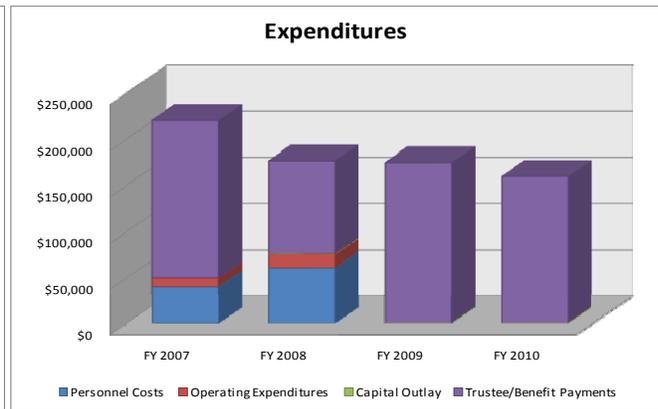
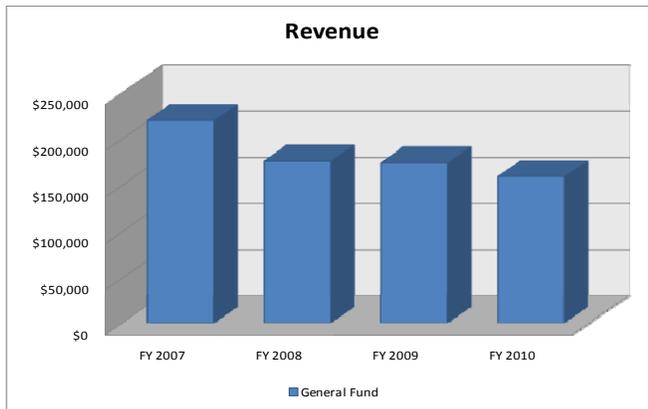
TechHelp helps Idaho manufacturers primarily through one-on-one contact with companies. This contact ranges from major collaborative projects, which usually address a fundamental challenge facing the company, to smaller "value-added" projects, which typically bring a specific improvement to some aspect of company operations. TechHelp also hosts workshops and seminars statewide focusing on topics that impact Idaho manufacturers.

TechHelp's team of experts provides personalized solutions in the following areas of manufacturing.

- **New Product Development**
 - Eureka! Winning Ways Growth Services
 - Product Design
 - Prototyping & Testing
 - Design for Manufacturability
- **Quality Systems**
 - ISO 9000
 - Six Sigma Belt Certification
 - Statistical Process Control
 - Food Safety
- **Process Improvements**
 - Lean Manufacturing
 - Lean Enterprise Certificate Program
 - Lean Manufacturing for the Food Industry
 - Lean Manufacturing for the Wood Products Industry
 - Lean Office
 - Lean Enterprise

Revenue and Expenditures

Revenue	FY 2007	FY 2008	FY 2009	FY 2010
General Fund	\$219,744	\$176,200	\$174,300	\$159,200
Total	\$219,744	\$176,200	\$174,300	\$159,200
Expenditure	FY 2007	FY 2008	FY 2009	FY 2010
Personnel Costs	\$40,000	\$60,794	\$0	\$0
Operating Expenditures	\$10,000	\$15,018	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Trustee/Benefit Payments	\$169,744	\$100,388	\$174,300	\$159,200
Total	\$219,744	\$176,200	\$174,300	\$159,200



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2007	FY 2008	FY 2009	FY 2010
Average State Cost Per Client Served	\$1,831	\$1,191	\$1,069	\$1,162
Manufacturers Served	120	148	163	137

Performance Highlights:

- Despite the recession, TechHelp's clients reported significant improvements in employment, sales and cost savings.
- TechHelp continued to maintain perfect quarterly performance ratings of 100 from the U.S. Department of Commerce.
- TechHelp received an \$80,000 competitive grant from the Idaho Department of Agriculture to provide food safety and production efficiency training to food processors in Idaho.
- TechHelp was featured in the October 26 issue of the Idaho Business Review. The lead article – "TechHelp Makes Things Happen" – explored the challenges facing Idaho manufacturers in the current economic slowdown and how TechHelp is assisting them to innovate their products, processes and business models.
- In addition to being a partnership of the three state universities, TechHelp partnered with several other state agencies - Department of Commerce, Department of Labor, Department of Agriculture, Department of Environmental Quality, and Small Business Development Centers – to provide integrated and effective services to Idaho's manufacturing community.
- TechHelp conducted 19 workshops during the year that trained 467 attendees in lean, growth services, food safety and food processing.
- TechHelp staff and BSU student interns conducted 85 product design and prototyping projects in the BSU College of Engineering's Rapid Prototyping Laboratory for Idaho companies.

Part II – Performance Measures

Performance Measure	2007	2008	2009	2010	Benchmark
Number of Jobs Created or Retained	724	379	799	261	Exceed prior year by 5%
Customer Satisfaction Score (scale of 1-5)	4.63	4.37*	4.45*	4.65*	Exceed 4.0
New and Retained Client Sales	\$26.7M	\$33.5M	\$39.5M	\$19.0M	Exceed prior year by 5%
Client Cost Savings	\$6.6M	\$7.0M	\$17.3M	\$8.3M	Exceed prior year by 5%
Client Investments in Improvement	\$13.4M	\$5.5M	\$8.1M	\$5.7M	Exceed prior year by 5%
Federal Minimum Acceptable Impact Measures Performance Score	100	100	100	100	Exceed 85 of 100
Federal \$ per Surveyable Project: Ratio of National Median**	.43	.46	.47	.43	Below national median of 1.0
Bottom-line Client Impact: Ratio of National Median***	1.53	1.19	1.73	1.00	Above national median of 1.0
Net Revenue from Client Projects	\$562K	\$474K	\$392K	\$572	Exceed prior year by 5%
Grant Dollars for Operations & Projects	\$916K	\$873K	\$694K	\$689K	Exceed prior year by 5%

Performance Measure Explanatory Notes:

* The survey instrument for Customer Satisfaction Score was changed in FY 2008.

** The amount of federal dollars expended per surveyable (completed) project is a measure of efficiency. The fewer federal dollars expended per surveyable project, the more clients that a center is serving per federal dollar. The ratio compares TechHelp's federal dollars expended per surveyable project to the median amount for all federal MEP centers across the country. A ratio below the national median (less than 1.0) indicates that TechHelp is more efficient than most MEP centers.

*** Bottom-line Client Impact is a calculation of client sales and savings divided by federal dollars expended. The higher the impact per federal dollar, the more effective that a center is. The ratio compares TechHelp's bottom-line client impact to the median amount for all federal MEP centers. A ratio above the national median (greater than 1.0) indicates that TechHelp is more effective than most MEP centers.

For More Information Contact

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