

## 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 1300 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	Idaho District Export Council	Collaborate with Idaho District Export Council on ExportTech and Export University. Cross-referrals of small manufacturers needing product and process services
Idaho Department of Labor	Workforce Development Training	Provide Idaho workers with training in advanced manufacturing skills
Idaho Department of Agriculture	Specialty Crop Grant Program	Cross-referrals and delivery of services
Idaho Department of Environmental Quality	Informal Partnership	Cross-referrals and delivery of services; collaborate on E3 projects

## Core Functions/Idaho Code

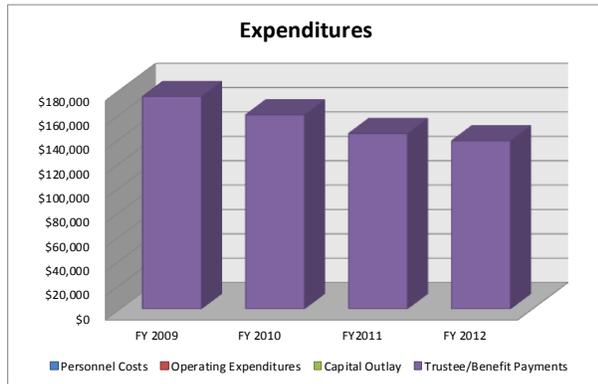
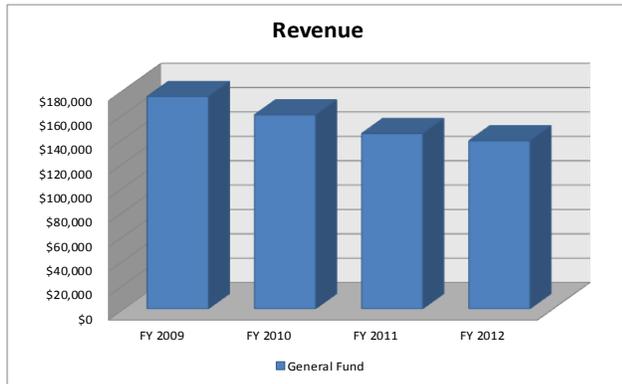
TechHelp helps Idaho manufacturers primarily through one-on-one contact with companies. This contact ranges from major collaborative projects, which usually address a fundamental challenge facing the company, to smaller "value-added" projects, which typically bring a specific improvement to some aspect 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 Office
  - Lean Enterprise
  - E3

## Revenue and Expenditures

Revenue	FY 2009	FY 2010	FY 2011	FY 2012
General Fund	\$174,300	\$159,200	\$143,900	\$137,900
<b>Total</b>	<b>\$174,300</b>	<b>\$159,200</b>	<b>\$143,900</b>	<b>\$137,900</b>
Expenditure	FY 2009	FY 2010	FY2011	FY 2012
Personnel Costs	\$0	\$0	\$0	\$0
Operating Expenditures	\$0	\$0	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Trustee/Benefit Payments	\$174,300	\$159,200	\$143,900	\$137,900
<b>Total</b>	<b>\$174,300</b>	<b>\$159,200</b>	<b>\$143,900</b>	<b>\$137,900</b>



## Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2009	FY 2010	FY 2011	FY 2012
Average State Cost Per Client Served	\$1,069	\$1,162	\$1,050	\$770
Manufacturers Served	163	137	137	179

### Performance Highlights:

- Despite the economic downturn, TechHelp's clients reported significant improvements in employment, sales and investments.
- TechHelp continued to maintain perfect quarterly performance ratings of 100 from the U.S. Department of Commerce.
- 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, Idaho District Export Council, and Small Business Development Centers – to provide integrated and effective services to Idaho's manufacturing community.
- TechHelp conducted 25 workshops during the year that trained 622 attendees in lean manufacturing, food safety, and food processing.
- TechHelp staff and BSU student interns conducted 73 product design and prototyping projects in the BSU College of Engineering's Rapid Prototyping Laboratory for Idaho companies.
- TechHelp developed strategies and tactics to continue the roll out of its E3 program in Idaho as well as to launch its Growth and Innovation I. TechHelp's E3 program provides coordinated technical assistance to help businesses thrive in an era of intense global competition. E3 starts with an assessment of potential Energy, Waste and Efficiency savings followed by a plan for realizing those savings.

**Part II – Performance Measures**

Performance Measure	2008	2009	2010	2011	2012	Benchmark
Number of Jobs Created or Retained	379	799	261	276	335	Exceed prior year by 5%
Customer Satisfaction Score (scale of 1-5)	4.37*	4.45*	4.65*	4.63*	4.76*	Exceed 4.0
New and Retained Client Sales	\$33.5M	\$39.5M	\$19.0M	\$44.6M	\$53.4M	Exceed prior year by 5%
Client Cost Savings	\$7.0M	\$17.3M	\$8.3M	\$3.25M	\$10.6M	Exceed prior year by 5%
Client Investments in Improvement	\$5.5M	\$8.1M	\$5.7M	\$6M	\$6.6M	Exceed prior year by 5%
Federal Minimum Acceptable Impact Measures Performance Score	100	100	100	100	100	Exceed 85 of 100
Bottom-line Client Impact: Ratio of National Median**	1.19	1.73	1.00	.85	n/a**	Above national median of 1.0
Net Revenue from Client Projects	\$474K	\$392K	\$572	\$403K	\$367K	Exceed prior year by 5%
Grant Dollars for Operations & Projects	\$873K	\$694K	\$689K	\$699K	\$658K	Exceed prior year by 5%

**Performance Measure Explanatory Notes:**

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

\*\* Bottom-line Client Impact was eliminated in 2012 from the survey instrument in favor of the raw sales, savings, investment and jobs measures listed previously.

**For More Information Contact**

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