

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 EDA 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 nine manufacturing specialists operate out of offices in Boise, Post Falls, Pocatello and Twin Falls. TechHelp's primary mission is to provide technical assistance, training and information to strengthen the competitiveness of Idaho manufacturers, processors and inventors through product and process innovation. TechHelp provides internships to Idaho University and graduate level students at the New Product Development Center (NPD) at Boise State University. Internships give university students the opportunity to gain real world experience with innovative Idaho companies and exposes 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 17 members; twelve from manufacturing and five from the public sector. The Director appoints ex-officio members with approval of the Board. TechHelp is currently seeking new board members to fill empty manufacturing and the public sector positions.

Manufacturing Members		
Name	Position	Company
Jim Bean (Chair)	General Manager	Preco, Inc.
Terrance McDevitt	President	JST Manufacturing Inc.
Lynn Harker	President	Woodland Furniture
Jamie Birch	VP Administration	ARTCO
Herb Minatre	President/Owner	Bay Shore Systems
Barry Ramsay	President	D8, Inc.
Jerry Whitehead	President/Owner	Western Trailers
Phil Duckett	VP Operations	Buck Knives
Marty Artis	President	FAMCO
Jim Young	Chief Executive	Precision Craft Log Structures
OPEN		
Public Sector and Services Members		
Karl Tueller	Deputy Director	Idaho Department of Commerce
Laura Johnson	Bureau Chief	Idaho Department of Agriculture
Jay Kunze	Dean	College of Engineering, Idaho State University
Jim Hogge	State Director	Idaho SBDC
Ex-Officio Members		

John Andreason	Senator	Idaho Legislature
Diane Schooley-Pettis	Interim Dean, COBE	Boise State University
Roger Madsen	Director	Idaho Dept. of Labor
Larry Stauffer	Dean, College of Engineering	University of Idaho

TechHelp Partners

TechHelp works with state and federal partners, listed below, to meet its mission of assisting Idaho manufacturers and processors. 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. EDA	EDA University Center	Serve remote/distressed areas of Idaho Serve non-manufacturers in Idaho
State of Idaho	Economic Development	Serve all 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		Available for referrals
U.S. Dept. of Labor		Help Idaho food processors implement Lean Manufacturing practices and teach Lean English Essentials to non-native English speakers
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 Dept. of Agriculture		Available for referrals

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, processors and inventors.

TechHelp's team of experts provides personalized solutions in every area of manufacturing including:

- **New Product Development**
 - Eureka! Winning Ways Growth Services Program
 - Product Planning
 - Product Design
 - Prototyping & Testing
 - Manufacturing Assistance
 - Marketing Assistance
- **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
- **Quality Systems**
 - ISO 9000
 - Six Sigma Belt Certification
- **Human Performance**
- **Business Systems**
- **Marketing and Sales**
- **Information Technology**

Testimonials:

Great American Appetizers – Nampa, ID – Lean Manufacturing for the Food Industry

"Lean drew widespread support from employees and did not lead to job losses. Productivity is up, waste is down and the overall picture is a lot of improvement and more communication." **Plant Superintendent, Luis Garcia**

TechHelp worked with Great American Appetizers to:

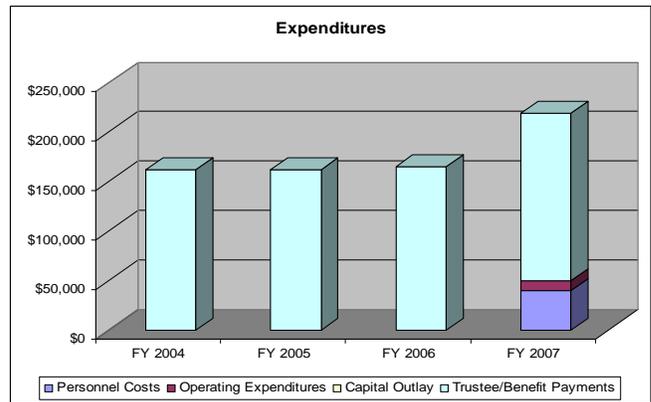
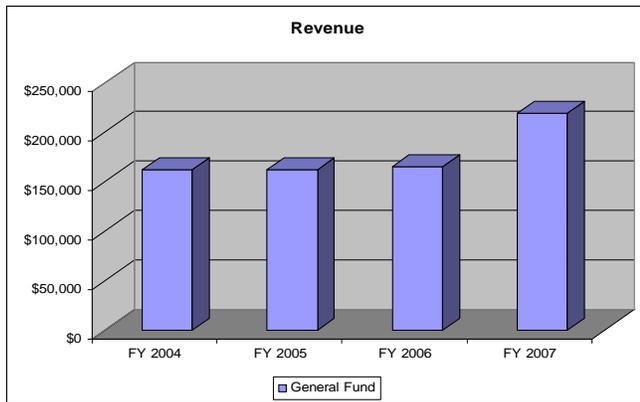
- Conduct a plant assessment to identify opportunities for waste reduction and profitability enhancement
- Identify and train a Hispanic Lean Champion to lead GAA's Lean transformation
- Provide training to Hispanic employees on Lean concepts required to understand the Lean 101 Workshop
- Provide in-house Lean 101 workshops and Value Stream Mapping activities to guide the Lean transformation
- Host Kaizen events focused on rapid plant change, creating a visual workplace, reducing floor waste and reducing rework
- Assess the facility's Hazard and Critical Control Point (HACCP) system and provide technical assistance to improve GAA's HACCP Program
- Obtain USDA FSIS certification that allowed GAA to add meat to their line of appetizers

Results

- Lean, HACCP and certification activities led to sales increase of \$4.42 Million
- Lean helped GAA improve customer service and saved a \$2.2 Million account
- Lean helped GAA save \$340,000 in labor, materials, energy and overhead
- Lean helped GAA avoid a \$3.5 Million plant expansion
- Lean helped GAA move from a 7-day operation to a 5-day operation and led to better morale & attitude through employee empowerment
- 5S Visual Workplace activities created a safer, more intuitive and more efficient workplace

Revenue and Expenditures

Revenue	FY 2004	FY 2005	FY 2006	FY 2007
General Fund	\$161,700	\$161,700	\$164,800	\$219,744
Total	\$161,700	\$161,700	\$164,800	\$219,744
Expenditure	FY 2004	FY 2005	FY 2006	FY 2007
Personnel Costs	\$0	\$0	\$0	\$40,000
Operating Expenditures	\$0	\$0	\$0	\$10,000
Capital Outlay	\$0	\$0	\$0	\$0
Trustee/Benefit Payments	\$161,700	\$161,700	\$164,800	\$169,744
Total	\$161,700	\$161,700	\$164,800	\$219,744



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2004	FY 2005	FY 2006	FY 2007
Cost Per Impacted Client	\$24,477	\$17,345	\$18,066	Available Sept
No Jobs Created or Retained	102	130	225	Available Sept
Manufacturers Served	200	210	210	Available Sept
Impacted Clients (NIST survey)	56	65	65	Available Sept
% Clients Satisfied/Highly Satisfied	100%	97%	95%	Available Sept
Average Satisfaction Level-out of 5	4.47	4.53	4.53	Available Sept

Performance Highlights

All TechHelp clients are surveyed upon project completion by a NIST contracted independent survey house. TechHelp clients served from April 2005 through March 2006 reported a positive economic impact of \$28,338,891 and indicated that due to TechHelp services they:

- Improved bottom line performance by \$10,635,233
- Invested \$13,366,946 in plant and equipment, information systems and workforce training
- Created or retained 724 jobs with a \$13,366,946 economic impact

Respondents also indicated that they were highly satisfied with TechHelp services, giving the center a rating of 4.47 out of a possible 5. These results earned TechHelp a perfect score of 100 on MEP's standard used to gauge the impact of individual MEP Centers. Evaluation is a key element of all NIST MEP programs. TechHelp clients are surveyed quarterly and results are used to assess the effectiveness of TechHelp services and the impact on the performance of client firms.

Part II – Performance Measures

Performance Measure	2004	2005	2006	2007	Benchmark
1. Bottom-Line Client Impact Ratio	8.45	17.89	4.65	NYR*	3.0
2. Investment Leverage Ratio	20.23	11.68	6.38	NYR*	3.0
3. Customer Satisfaction Score	4.46	4.59	4.51	NYR*	0
4. Survey Response Rate	94%	94%	92.45%	NYR*	70%
5. Percent Quantified Impact	70%	64%	73.58%	NYR*	32%

* Not Yet Reported

Performance Measure Explanatory Note:

- BOTTOM-LINE CLIENT IMPACT RATIO:** The sum of cost savings (cost savings, avoidance of unnecessary investments, and savings on investments) reported by clients plus 15 percent of total sales impact (new sales plus retained sales) divided by the federal investment in a center. This measure was designed as a proxy measure of the bottom-line impact on the client of the services delivered by a center. Only 15 percent of the sales impact is captured in order to reflect an estimate of the gross margins for all manufacturers based on an analysis of data from the 1998 Annual Survey of Manufacturers published by the US Census Bureau. This indicator provides a measure of new and retained resources available to a firm that could result after the services are delivered.
- INVESTMENT LEVERAGE RATIO:** The sum of new investment reported by clients (defined as new investment in plant and equipment, information systems and software, workforce skills and practices and other areas) divided by the federal investment in a center. Investing in human and physical capital is an important ingredient in improving the productivity and competitiveness of small manufacturers. Investment leverage ratios are a commonly used performance metric in many economic development programs.
- CUSTOMER SATISFACTION SCORE:** Based on a 5 point scale
- SURVEY RESPONSE RATE:** The number of clients completing the survey divided by the number of clients selected to be surveyed. The survey response rate provides a measure of the quality of the survey responses in terms of non-response basis and is also an overall measure of customer satisfaction.
- PERCENT QUANTIFIED IMPACT:** The number of clients that quantified at least one business impact (new sales, retained sales, cost savings, avoidance of unnecessary investments, savings on investments, jobs created, jobs retained, new investment in plant and equipment, information systems and software, workforce skills and practices or other areas) divided by the number of clients selected to be surveyed. This measure provides an indicator of the center's ability to perform services that have positive business impacts for a large number of their clients.

For More Information Contact

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