

## Part I – 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 (Manufacturing Extension Partnership) 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 eight manufacturing specialists operate out of offices in Boise, Twin Falls, 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 (BSU), to BSU College of Business and Economics students, and to Idaho State University College of Business students. 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 represent 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. The Center 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. National Institute of Standards & Technology Manufacturing Extension Partnership	MEP Center	Assist manufacturers in Idaho to focus on growth and innovation strategies to be more competitive.
U.S. Economic Development Administration	EDA University Center	Leverage university capabilities to provide best-practice assistance to manufacturers in remote and distressed areas of Idaho.
State of Idaho	Economic Development	Support <i>Accelerate Idaho</i> mission and goals by serving manufacturers in Idaho with on the job training and technical assistance methodologies to drive revenue growth, investment, cost savings and jobs.
Idaho State Universities (Boise State University,	Contracted Partners (outreach program for	Build universities’ reputation for capable outreach through professional development activity, training

University of Idaho, Idaho State University)	economic development)	and internships.
Idaho SBDC	Informal Partnership	Cross-referrals and delivery of services
Idaho Department of Commerce	Idaho District Export Council	Collaborate with Idaho District Export Council on Export Excellence, Idaho’s ExporTech program. Cross-referrals of small manufacturers needing product and process assistance
Idaho Department of Labor	Workforce Development Training	Provide Idaho workers with on-the-job training in advanced manufacturing skills
Idaho Department of Agriculture	Export Excellence Program, Lean Manufacturing	Cross-referrals and delivery of services for statewide export program and with individual companies in rural regions of Idaho
Idaho Department of Environmental Quality	Informal Partnership, E3 program	E3 (Economy-Energy-Environment) Excellence program, cross-referrals and delivery of services; collaborate on E3 company projects

**Core Functions/Idaho Code**

TechHelp helps Idaho manufacturers primarily through one-on-one services inside the 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.

- **Growth and Innovation**
  - Design Thinking, Business Model Canvas, Export Excellence
  - New Product Development
    - Product Design, Prototyping & Testing
    - Design for Manufacturability
- **Process Improvements, E3**
  - Lean Manufacturing
  - Lean Enterprise Certificate Program
  - Lean Manufacturing for the Food Industry
- **Food & Dairy Processing**
  - Lean Office, Lean Enterprise
  - Quality Systems, ISO, Six Sigma
  - Food Safety
  - Food Safety and Hazard Analysis & Critical Control Points (HACCP)
  - Global Food Safety Initiative (GFSI)
  - Food Safety Modernization Act (FSMA) Audit Preparation

**Revenue and Expenditures**

Revenue	FY 2012	FY 2013	FY 2014	FY 2015
General Fund	\$137,900	\$143,900	\$144,900	\$150,400
<b>Total</b>	<b>\$137,900</b>	<b>\$143,900</b>	<b>\$144,900</b>	<b>\$150,400</b>
Expenditure	FY 2012	FY 2013	FY 2014	FY 2015
Personnel Costs	\$0	\$0	\$0	\$0
Operating Expenditures	\$0	\$0	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Trustee/Benefit Payments	\$137,900	\$143,900	\$144,900	\$150,400
<b>Total</b>	<b>\$137,900</b>	<b>\$143,900</b>	<b>\$144,900</b>	<b>\$150,400</b>

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

Cases Managed and/or Key Services Provided	FY 2012	FY 2013	FY 2014	FY 2015
Average State Cost Per Client Served	\$770	\$992	\$900	\$1184
Manufacturers Served	137	179	145	127
Geography of Idaho Served (Mfg Co.)				
North Idaho	Not Reported	Not Reported	Not Reported	16%
Southwest Idaho	Not Reported	Not Reported	Not Reported	62%
Southeast Idaho	Not Reported	Not Reported	Not Reported	22%
Size of Companies				
1-19 employees	Not Reported	Not Reported	Not Reported	38%
20-49 employees	Not Reported	Not Reported	Not Reported	27%
50-249 employees	Not Reported	Not Reported	Not Reported	23%
>249 employees	Not Reported	Not Reported	Not Reported	12%

**Performance Highlights:**

In 2015 TechHelp and its partners launched a number of new and continued a number of successful programs that focus on increasing the competitiveness of Idaho manufacturers:

- TechHelp conducted 52 training workshops during the year that trained over 1180 attendees in E3 (Economy-Energy-Environment), Growth and Innovation, and Food and Dairy Processing.
- TechHelp staff conducted 127 client projects, 69 of which were product design and prototyping projects completed by TechHelp staff and BSU student interns in the BSU College of Engineering's Rapid Prototyping Laboratory.
- E3 Excellence Pilot – In the fall of 2014, three Idaho microbreweries participated in an inaugural operational excellence program in which a cohort of companies learn together, share best practices, and build and implement a plan to improve efficiencies in their operations.
- Lean Six Sigma Green Belt – Three programs were launched in FY15, which were attended by Idaho manufacturers, health care providers, and university students.
- Food and Dairy technology and safety training programs – Two workshop series were conducted throughout the year targeting processors' needs related to new processing technology and federal food safety regulation changes.
- TechHelp continued to score above the national median for MEP centers by 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.

**Part II – Performance Measures**

Performance Measure	FY 2012	FY 2013	FY 2014	FY 2015	Benchmark
Number of Jobs Created or Retained <i>Goal 1, Objective 1</i>	335	160	387	127	Exceed prior year by 5%
New and Retained Client Sales <i>Goal 1, Objective 1</i>	\$53.4M	1.027B	\$87.0M	\$28.1	Exceed prior year by 5%
Client Cost Savings <i>Goal 2, Objective 2</i>	\$10.6M	1.248 M	\$9.0M	\$2.3M	Exceed prior year by 5%
Client Investments in Improvement <i>Goal 2, Objective 1</i>	\$6.6M	5.91 M	\$67.0M	\$3.0M	Exceed prior year by 5%
Net Revenue from Client Projects <i>Goal 3, Objective 1</i>	\$367K	\$395K	\$450K	\$355K	Exceed prior year by 5%
Grant Dollars for Operations & Projects <i>Goal 3, Objective 2</i>	\$658K	\$724K	\$709K	\$671K	Exceed prior year by 5%

**For More Information Contact**

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