

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, to Idaho State University College of Business students and to University of Idaho College of Engineering 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 and its Advisory Board report to the Dean of the BSU College of Business & Economics. The TechHelp Advisory Board is 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 TechHelp Executive 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, NIST MEP	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	Manufacturing 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, University of Idaho, Idaho State University)	Contracted Partners (statewide outreach program for economic development)	Build universities’ reputation for expert, capable outreach through professional development activity, training 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, Food Safety Program	Cross-referrals and delivery of services for statewide export, lean, and food safety programs with individual companies in rural regions across Idaho
Idaho Department of Environmental Quality	Informal Partnership, E3 program	Operational Excellence and E3 (Economy-Energy-Environment) Excellence programs, cross-referrals and delivery of services; collaborate on manufacturing company projects

Core Functions/Idaho Code

TechHelp helps Idaho manufacturers primarily through one-on-one training and technical assistance services inside the companies. This company interaction ranges from major collaborative projects, which usually address fundamental challenges facing the companies, 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, NPD**
 - Design Thinking, Business Model Canvas, Export Excellence
 - New Product Development
 - Product Design, Prototyping & Testing
 - Design for Manufacturability
- **Operational Excellence**
 - Lean Manufacturing
 - Lean Six Sigma Green Belt
 - 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 2013	FY 2014	FY 2015	FY 2016
General Fund	\$143,900	\$144,900	\$150,400	\$155,100
Total	\$143,900	\$144,900	\$150,400	\$155,100
Expenditures	FY 2013	FY 2014	FY 2015	FY 2016
Personnel Costs	\$0	\$0	\$0	\$0
Operating Expenditures	\$0	\$0	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Trustee/Benefit Payments	\$143,900	\$144,900	\$150,400	\$155,100
Total	\$143,900	\$144,900	\$150,400	\$155,100

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2013	FY 2014	FY 2015	FY 2016
Average State Cost Per Client Served	\$992	\$900	\$1184	\$649
Manufacturers Served	179	145	127	239

Geography of Idaho Served (Mfg Co.)				
North Idaho	Not Reported	Not Reported	16%	20%
Southwest Idaho			62%	56%
Southeast Idaho			22%	24%
Size of Companies				
1-19 employees	Not Reported	Not Reported	38%	42%
20-49 employees			27%	25%
50-249 employees			23%	25%
>249 employees			12%	8%

Part II – Performance Measures

Performance Measure		FY 2013	FY 2014	FY 2015	FY 2016	Current Year
Goal 1: Economic Impact on Manufacturing in Idaho – Deliver a quantifiable positive return on both private business investments and public investments in TechHelp by adding value to the manufacturing client and the community.						
1. Number of Jobs Created or Retained <i>Objective 1</i>	actual	160	387	127	334	-----
	benchmark	119	126	132	139 <i>Exceed prior year by 5%</i>	147
2. New and Retained Client Sales <i>Objective 1</i>	actual	1.027B	\$87.0M	\$28.1M	\$169M	-----
	benchmark	\$53.1M	\$55.9M	\$58.8M	\$61.9M <i>Exceed prior year by 5%</i>	\$65.2M
3. Client Cost Savings <i>Objective 1</i>	actual	1.248 M	\$9.0M	\$2.3M	\$2.2M	-----
	benchmark	\$6.6M	\$7.0M	\$7.4M	\$7.7M <i>Exceed prior year by 5%</i>	\$8.1M
Goal 2: Operational Efficiency – Make efficient and effective use of TechHelp staff, systems, partners and third parties, and Advisory Board members.						
4. Services to Idaho manufacturers: Number of clients surveyed <i>Objective 2</i>	actual	60	58	52	64	-----
	benchmark	53	56	59	61 <i>Exceed prior year by 5%</i>	65
Goal 3: Financial Health – Increase the amount of program revenue and the level of external funding to assure the fiscal health of TechHelp.						
5. Net Revenue from Client Projects <i>Objective 1</i>	actual	\$395K	\$450K	\$355K	\$455K	-----
	benchmark	\$464K	\$489K	\$515K	\$542K <i>Exceed prior year by 5%</i>	\$570K
6. Grant Dollars for Operations & Projects <i>Objective 2</i>	actual	\$724K	\$709K	\$671K	814.2K	-----
	benchmark	\$862.4K	\$907.8K	\$955.6K	\$1,005.9K <i>Exceed prior year by 5%</i>	\$1,059K

For More Information Contact

Steven Hatten, Executive Director
 Special Programs, TechHelp
 1910 University Drive
 Boise, ID 83725-1656
 Phone: 208-426-3689
 E-mail: shatten@boisestate.edu