

CBI NEWS



TRAINING EMPLOYEES IS KEY INITIATIVE AT BRISTOL COMPRESSORS

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Contact the Center for
Business and Industry at
Virginia Highlands
Community College for
customized training

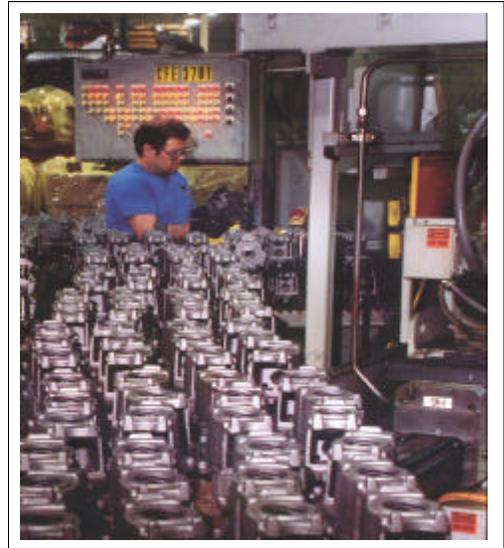
276-739-2548

Training employees and promoting from within are important principles which guide the Human Resources staff at Bristol Compressors, Inc., manufacturer of compressors for air conditioners and heat pumps. In January the company opened a training center with a mock assembly line where new employees can put together a compressor. The center includes computers with Pro-E engineering instructional software which teaches employees through animation how parts go together. The employees can watch, interact through touch screen, and then practice on the mock assembly line.

In the past 18 months the company has hired about 150 new employees. Joe Pendergast, Manager, Human Resources, explained what drives their need for increased training, "We are moving toward more technologically advanced manufacturing equipment that is computer driven, and fewer people are available in the applicant pool. Giving people the opportunity to learn jobs in an atmosphere that is not production driven is less stressful and more conducive to learning. When a newly trained person is assigned to a job, the main challenge then is increasing speed."

The company has a 750,000 square-foot facility in Bristol, Virginia, and employs about 2,550 people. A wholly-owned subsidiary of York International, Bristol Compressors has all processes centered at the Bristol plant. About 40 percent of the facility is machine shop, 40 percent assembly, and 20 percent warehousing. Design Engineering is a strong component of the operation.

As the technology in the products has become more complex, the company has used Work Keys job profiling and employee skill assessments to identify specific areas of training needed for machinists and maintenance technicians. Virginia Highlands Community



College has administered assessments in Applied Math, Observation, Applied Technology, Reading for Information, Locating Information, and Teamwork to 47 maintenance employees. About 150 Computer Numerical Control (CNC) operators are scheduled for assessment this summer. KeyTrain software will be installed on the Training Center computers for employees to access at any time.

Computer training with a portable laptop lab is set up by VHCC at Bristol Compressors during the company's two week-long vacation shut down periods each year. Many employees choose to attend training during their vacation time to learn Word, PowerPoint, Excel and Access. Mr. Pendergast concluded, "Training is very important to us. We want to keep the people we are hiring and prepare them for more advanced jobs. The way to stay competitive is to make a better product with highly skilled employees."

Our portable computer lab allows us to customize computer training on-site.

Call 276-739-2548 for more information!

Check the CBI Training Guide for other great classes that are scheduled!



LAND SURVEYOR CLASS OFFERED

The Center for Business and Industry offered a preparatory class for the April 11, 2003, Fundamental Land Surveyor (FLS) examination. The three-day intensive math review was taught by Jack Keen, author of "Land Surveyor's Formulas With Applications," a reference manual chosen by the Virginia Association of Surveyors to be used in classes throughout the state. The course included sample exam questions to provide practical application of concepts such as

arithmetic and measurement, weights and measures, geometry, dimensional equations, basic algebra, trigonometry, analytic geometry for surveyors, and basic statistics, as well as test-taking strategies. The course will be offered again on three consecutive Thursdays, October 2, 9, and 16, in preparation for the October 24, 2003, exam. Please contact Melinda Leland or Vota Thomas (276) 739-2430 for additional information and registration.

SEMINAR ON REHABILITATION AND DEMENTIA

VHCC will host a Rehabilitation and Dementia Seminar on Saturday and Sunday, May 17 and 18. The two-day course is designed to provide the health care professional with skills to assess the person with dementia and develop a meaningful care plan that will focus on retained abilities and enhanced function through the continuum of the disease process. It will be

taught by Mona Butala, an Occupational Therapist who is currently Education Coordinator for the Alzheimer's Association, Western Maryland Chapter. The class will meet from 8:30 a.m. until 4:30 p.m. each day, and the cost will be \$295 per person. The deadline to register is April 25. For further information contact Brenda Legge at (276) 739-2417 or Betty Cox Associates at 1-800-467-5943 (toll free).

HUMAN RESOURCE CERTIFICATION EXAM

Get ready for the Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) exam by strengthening your knowledge base in a comprehensive review of the entire body of HR knowledge. The objectives of this program are to provide a learning experience and to equip participants to successfully complete the certification exams for PHR and SPHR offered by the Human Resources Certification Institute. The program is designed to assess competency level, refresh currently unused areas, as well as enrich test-taking skills. The program modules match these areas of test emphasis:

- Strategic Management
- Workforce Planning and Employment
- Human Resource Development
- Compensation and Benefits
- Employee and Labor Relations
- Occupational Health, Safety and Security.

Who Should Attend?

- ☞ HR professionals who want a review before taking the PHR or SPHR certification exams
- ☞ HR professionals with increased responsibilities who want a broad-based refresher
- ☞ HR professionals returning to the field for an update of current practices
- ☞ PHR-level professionals seeking to upgrade their certification to a senior level.

The program consists of six four-hour sessions, 5:30-9:30 p.m. at Virginia Highlands Community College. Meeting dates for the fall are scheduled for Thursdays, October 9, 16, 23, 30, Nov. 6, and 13. The cost of the course is \$1095.00, which includes training materials (including the \$595 Society for Human Resource Management Learning System).

LEARN IT ONLINE: CBI PARTNERS WITH ELEMENT K

In an effort to bring more training opportunities to you, the CBI at Virginia Highlands Community College has partnered with Element K® to offer an alternative to classroom learning; it's called e-learning. Element K's Learn

it Online Program is an e-learning solution featuring online courses in many technical areas.

To see what is available, visit the CBI website, www.vhcc.edu/cbi/ElementK and then click on "Learn It Online".

CBI TO OFFER RAPE AGGRESSION DEFENSE

The Center for Business and Industry at Virginia Highlands Community College is offering in October a comprehensive course for women to provide training in awareness, prevention, risk reduction and avoidance of a physical attack.

The course is certified through the Rape Aggression Defense System and provides realistic, self-defense tactics and techniques. The final segment of the workshop will be dedicated to the basics of hands-on defense training.

Certified RAD instructor Dennis Webb will teach the one-credit course, which will meet from 6-9 p.m. on October 6, 8, 13, and 15. Classes will be held on the VHCC campus. The cost of taking the course is \$56.46.

The course was offered in the spring and was a success. Attendees were employees at VHCC and individuals from the community.

For more information or to register, please call the Center for Business and Industry at (276) 739-2430.

This course can also be scheduled (on-site) for various businesses, colleges, universities, and community organizations upon request. Call Melinda Leland for customized training or scheduling at (276) 739-2548.



Dennis Webb, RAD Instructor, reviews self-defense tactics with a student.

THANK YOU LUNCHEON SET FOR APRIL

Administrative professionals throughout the region will be honored on Wednesday, April 23 during a luncheon featuring guest speaker Karen Holt, Director of the Office of Equal Opportunity Programs for the University of Virginia. A dynamic speaker, Holt holds a J.D. degree from the Brandeis School of Law at the University of Louisville and a Ph.D. in Political Science from the University of Tennessee. The luncheon address will take a humorous look at her career path. It is titled "Professional Orienteering, or

the Perfectly Rational, but Circuitous Path from Park Ranger to Civil Rights Attorney."

Tickets for the event, which will be held at the Southwest Virginia Higher Education Center from noon until 2 p.m., are \$15 and must be purchased by Friday, April 18 from the Center for Business and Industry office at VHCC. Call (276) 739-2430 for reservations.

Please plan to attend the annual event with your administrative assistant or secretary.

RESEARCH GATHERED FOR LUMINA FOUNDATION

Nicole Lloyd, a doctoral student at the University of Virginia, was on campus March 4 and 5 to gather information as part of a research project funded through the Lumina Foundation for Education.

The research project seeks to determine if nontraditional students in higher education continuing education programs have the same access to degrees as traditional learners. Dr. Brian Pusser of the UVA faculty and David W. Breneman, dean of the Curry School of Education at UVA, are directing the two-year project.

While on the VHCC campus, Lloyd met with Center for Business and Industry faculty,

administrators, staff members and students to determine reasons why students come here and what opportunities are available for non-traditional students.

"We're looking at who comes here and why," Lloyd explained. "Are there financial constraints; is it more conducive to their time schedules? We're examining all of these things to determine if non-traditional students have the same access to education as traditional students do. This is just one of the colleges we'll be visiting."

Data gathered from urban campuses also will be included in the project, she said.

William F. Mezger, Chief Economist, states in the Virginia Economic Indicators, Third Quarter 2002 Data report that "Hampton Roads and Bristol seem to have weathered the downturn better than any of the other Virginia metropolitan areas." Bristol, Virginia saw stable employment with the addition of 300 to 400 jobs.

Workforce 2020 from the Hudson Institute reports, "Jobs that are disappearing require much lower levels of skill than jobs that are being created. Unless the education and skill levels of the American workforce are upgraded, America's productivity and prosperity will grow less quickly than is desirable."

To contact the MTC,
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Wytheville office:
276-223-4799

SMALL BUSINESS DEVELOPMENT CENTER

by Jim Tilley

On behalf of the Virginia Highlands SBDC, please accept my thanks for your support and confidence as we begin our eleventh year providing business consultation services to our existing small and medium-sized businesses and would-be entrepreneurs. Your funding for this program through Virginia Highlands Community College allows us to match grant funds provided by the U.S. Small Business Administration.

This year will be one of change for the Virginia Small Business Development Center Network. As a result of the budget reductions in the Commonwealth, all state funding for the Virginia Small Business Development Centers was eliminated. The program is now hosted by a consortium of Virginia Universities. Even though this center has faced a reduction in staff, we are committed to continuing the excellence in service to our clients and responsiveness to the needs of the business community.

I am happy to report that there continues to be growth and expansion by our small business community. Even with the economic downturn, 2002 was a banner year for several clients served by the Virginia Highlands SBDC. We provided extensive one-on-one consultation to 65 existing businesses that provide 276 jobs. Nine of our would-be entrepreneurs that sought help in creating a comprehensive business plan and other services open or acquired new businesses. Our clients added or retained 121 jobs and created over \$4.8 million in new equity and debt financing. These clients also reported over \$9.6 million in sales increases over the previous year.

If you would like further information regarding the Small Business Development Center contact us at (276)739-2474 or swagner@vhcc.edu.

ISO AUDITOR COURSE

The Manufacturing Technology Center is organizing a local ISO Lead Auditor Course for the ISO 9001:2000 quality standard. This 5-day highly participative course provides comprehensive training in the revised ISO 9001:2000 standard and the ISO/TS 16949 automotive supplier Technical Specification, including a review of provisions and requirements, auditing processes and procedures, the registration process and more. The course includes lectures, exercises, workshops and role plays in small group sessions.

The course is accredited by the International Register of Certificated Auditors and meets the

training portion of the requirements for certification of ISO 9000 individual Quality Management System (QMS) Provisional Auditors, QMS Auditors and QMS Lead Auditors. This course also meets the International Auditor and Training Certification Association requirements.

The next course is scheduled for April 28 – May 2, 2003 on the campus of Radford University. Please contact the MTC office (left) for further information and registration.

LEAN MANUFACTURING IMPLEMENTATION ASSISTANCE

The Manufacturing Technology Center, in partnership with the Center for Business Industry at VHCC, provides engineering and management consulting support to local industry. Through implementation workshops and direct service projects, the MTC assists industrial clients in Lean Manufacturing, Quality Management System and Industrial Engineering services.

The implementation of Lean Manufacturing principles has become a focus service of the MTC. Workshops are available in the following areas:

- ?????Principles of Lean Manufacturing
- ?????Value Stream Mapping
- ?????5S System of Workplace Organization
- ?????Cellular Manufacturing
- ?????Set-up Reduction
- ?????Total Productive Maintenance.

Implementation assistance and on-site workshops are available upon request. Please contact the MTC office for further information and scheduling.