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## A WORD FROM THE VICE PRESIDENT CHRISTOPHER D. WILKERSON

Green technologies, industry certification, workforce development, jobs, jobs, jobs... There has been incredible activity in the workforce development arena in 2009. And it appears 2010 is shaping up for increased legislation to address these issues. The Workforce Institute is one of the forces in the Chicagoland area at the center of it.

The Workforce Institute is the newly centralized workforce development institution, replacing the former Business and Industry Services Divisions, merging the combined forces of the most experienced personnel in customized training across the district. Drawing from the experience and resources of the CCC's Business and Industry Services decade-long service history, the Workforce Institute was created to design, develop, and deliver training that addresses key industry and workforce development needs. Doing exactly this, the CCC Workforce Institute, operated by Harold Washington College, will continue to supply vital training services ranging from advanced hands-on manufacturing to non-profit development to health care. This newsletter is one way of staying in touch with business, government and educational leaders, and passing along important information about the Chicagoland industries and communities we serve. We hope you will stop by often for new updates at the Workforce Institute.

## GREAT LAKES MANUFACTURING COUNCIL'S FORUM 2009

The Great Lakes Manufacturing Council (GLMC) is a membership organization whose members promote, enhance and preserve manufacturing in the Great Lakes Region. Its efforts are concentrated on four focus areas: image, workforce, innovation and logistics/borders with partners in IN, IL, MI, MN, NY, PA, OH, ON, QC and WI.

Over the course of the 2009 GLMC Forum, groups developed action agendas in five areas:

1. *Innovation for the Future* identified the need for a collaborative platform/tool to facilitate sharing of knowledge in industry & experience. While there are a number of existing public and private data bases, this information is not coordinated. In addition to a web-based tool the need for peer to peer learning, seminars, workshops and webinars were identified.
2. *Manufacturing Workforce* focused on the challenges of developing a manufacturing pipeline including the image of manufacturing, skill certification and alignment of practices across the region. The group proposed working together to support the National Association of Manufacturer's Manufacturing Institute endorsed standards and certification effort. The proposal is for GLMC members to serve as strategic leaders within their states to facilitate deployment.
3. *Innovation as a Collaborative Exercise* saw value in the Council as a technical resource on several levels. First, as a resource to locate technological "know how" (database of innovation and research capabilities), second as a facilitator of technology "showcase" and exchange events, third as a clearinghouse for information on programs and funding. The key tool here was the development of appropriate web-based tools.





Chuck Guengerich (Wright College President), John Wozniak (Harold Washington College President and James Tyree (Chairman of the board) (Left to right) at the Workforce Institute launch reception

*(Continued from page 1)*

4. *Moving "mind to market"/Accelerating Innovation* via regional talent and innovation hubs discussed the need for a vehicle to connect university and other research to companies in a way that improves and accelerates the transfer of information between regional institutional assets and businesses. The group explored the existing ways that manufacturers can approach universities for problem-solving assistance, partnerships, and commercialization. One goal of the group is to encourage the build-out of a better outreach from universities to the manufacturing sector.
5. Helping to establish a sustainability agenda as a business opportunity is to provide resources for GLMC members looking to help companies make their businesses "sustainable" or "green." As such, this would include providing a listing of resources on the GLMC website for members to utilize in making this transition.

*-Excerpts From Great Lakes Manufacturing Council*

What this means to local Chicagoland manufacturing companies is to not fear your neighbors across your state's border. Collaboration and partnerships are key to pursuing these objectives which will influence the long term economy and manufacturing of the region. Lets work together to enhance this wonderful Great Lakes Region that we all operate in.

[Looking to partner with other businesses?](#)    [Workforce Institute can help!](#)

**For over 10 years we have been the liaison between the College and the business community and have enrolled over 5,600 employees in the past year alone.**

**-Workforce Institute**

## PROGRAM ADDITIONS / UPDATES

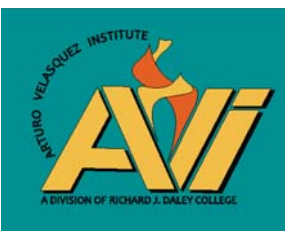
The Workforce Institute of City Colleges of Chicago has teamed up with ManufacturingWorks, and Chicago Women in Trades to create a training program designed for CHA Residents. This program is designed to meet the needs of the incumbent workforce in these areas.

This program involves comprehensive training in one of two areas. Forklift Driver Certification and OSHA 10 hour General Industry. In the Forklift Driver Certification training incorporates best-practices methods for the drivers. At the end of the course participants will be OSHA 29 CFR 1910.178 standard and certified forklift drivers. The OSHA 10-hour safety program is intended to provide a variety of training on general industry safety and health to workers that emphasize hazard identification, avoidance, control and prevention.

[Do you qualify?](#)



*Visit us in person at:*



## NEW FACES AT THE WORKFORCE INSTITUTE

The Workforce Institute is continuing to make strides toward future goals and along the way has increased its staff to help on this journey. This is all necessary to better serve the people, businesses, and communities of our great city.

[David Hanson](#): Managing Director, (773) 843-4576

[Kyle Clauss](#): Business Development Representative & Marketing, (773) 843-4413

[Irene Castañeda](#): Project Coordinator of Small Business Development, (773) 843-4416

[Zach Martin](#): Lab Technician, (773) 843-4366

[Chakita Holmes](#): Training Project Coordinator, (773) 843-4578

## HEALTH

Over the past couple years, retail clinics – little clinics in pharmacies and big-box stores – have had their ups and downs; CVS temporarily closed 90 of its MinuteClinics earlier this year, and many of the clinics in Wal-Mart stores shut down when the companies that ran the clinics went out of business.

One response we've seen has been for the retail outlets to partner with local hospitals and full-service clinics – groups that have previously competed with the in-store facilities. The latest comes from Minneapolis-St. Paul, where Allina, the area's largest group of hospitals and clinics, just announced a partnership with MinuteClinic.

The chains will share electronic records, and may refer patients back and forth. But no money is changing hands between the groups, and neither is taking a stake in the other, the Minneapolis Star Tribune reports.

Wal-Mart has taken a similar tack; it announced last year that it was teaming up with local hospital systems for the clinics in its stores.

Some doctors' groups have complained that retail clinics lead to greater fragmentation of care; it will be interesting to see whether these sort of partnerships between clinics and health-care systems change the course of the debate.

*–From The Wall Street Journal Article, By Jacob Goldstein, October 30, 2009*

[We can update your workforce's skill set](#)

## MANUFACTURING

According to management consulting firm R. Michael Donovan & Co. Inc., lean manufacturing is much more than cost reduction – it can help companies achieve revenue growth and market share objectives.

“The most common view of lean manufacturing at the executive level is that lean tools are for tactical cost reduction by middle and lower management levels,” said R. Michael Donovan, a management consultant.

When manufacturers strategically adopt lean thinking, Donovan explained, they can improve their business performance, including revenue growth. But he added that more than 95 percent of lean initiatives do not achieve their potential business performance improvements.

Jack Rink, a lean consultant and lean training specialist with R. Michael Donovan & Co., added, “Lean manufacturing is about building an agile, flexible enterprise that can produce high-quality products using the least amount of resources in a cycle time short enough to manufacture to customer demand. Lean manufacturing, when done right, easily pays for itself and very quickly.”

*–From EHS Today Article, By Laura Walter, November 11, 2008*

[Let us help you grow by becoming lean](#)



**“We would like to commend your department for developing such an efficient protocol for great training programs...”**

**-Arturo Gutierrez de Velasco**



## TRANSPORTATION, DISTRIBUTION & LOGISTICS

Warehouse Control Systems (WCS) are, of course, critical for the effective operation of an automated distribution center, but, nevertheless, are often not well understood by users of those systems.

A WCS is an execution program that sits between the lower level machine controls and PLCs of different automated hardware systems (conveyors, sorters, etc.) and the Warehouse Management System (WMS) being used in the facility.

There is a growing interest in WCS in recent years for a number of reasons, including the fact that the functionality of Warehouse Control Systems has, in many cases, increased dramatically – in some cases, encroaching on capabilities that were within the domain of the WMS. That evolution, in turn, means that some distribution centers may find that upgrading to a new WCS may be the fastest and most economical path to increasing DC productivity and throughput.

When companies take that approach, generally the WCS assumes more control of the picking process and how product is released into the material handling system than the current WCS system does. An advanced WCS will also bring a lot more smarts into the handling of materials on the automation system that can deliver improved system throughput.

For example, a WCS can put more dynamic intelligence into a split case “pick and pass” system that will drive more efficiency and increase the number of cartons picked per hour. On a sorter, a WCS may be able to more dynamically assign cartons to divert lanes based on what is happening at the pallet build stations at the end of each lane to keep the cartons flowing more smoothly.

-Supply Chain Digest, Cliff Holste, March 23, 2009

[Workforce Institute can help optimize your warehouse](#)



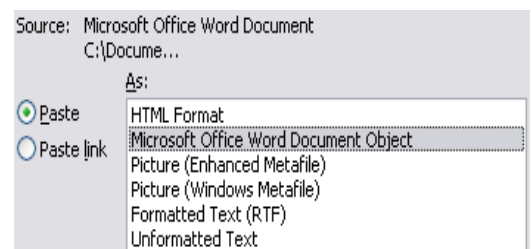
Joanna Greene of the Chicago Workforce Board and Chris Wilkerson at the Workforce Institute launch reception

### FREE NEWSLETTER TIP IN...POWERPOINT

PowerPoint lets you link (add content via a hyperlink connection to a file) or embed (inserting a foreign file type) a file in your presentation. **Linking** means a smaller file size, but if the presentation is moved you will have to re-establish links to make the content work. **Embedding** means adding a foreign file type to your PowerPoint presentation. This method lets you take supplementary information with the presentation, but at a cost of large file sizes.

To link, copy the source information and click Paste à Paste Special. When inserting an object, click Insert an Object. Both dialogue boxes look basically the same (below).

When linking, you can paste the information from the source file, such as text from a Word document, or paste a link to the source file. When embedding, you can create a new file type (and choose from a list, like above) or create from file. Creating from a file essentially means inserting a file directly into the presentation. If the PowerPoint file was 100KB, and a 500KB Excel spreadsheet was added, the PowerPoint file would swell to 600KB to incorporate the Excel file completely.



[Ask us how to continue this lesson](#)