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Creating Futures**

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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

TO: Dr. Monty Sullivan
LCTCS President

FROM: Dr. René Cintrón
Chief Education and Training Officer

SUBJECT: Manufacturing Extension Partnership of Louisiana Strategic Plan

DATE: 01/27/20

Received
APPROVED

She 2/12/20
LCTCS BOARD OF SUPERVISORS

FOR BOARD INFORMATION:

Recommendation: Staff presents for informational purposes the enclosed summary of the Manufacturing Extension Partnership of Louisiana (MEPOL) strategic planning sessions and recent impact metrics.

Background: Over the last six months, LCTCS has been working on expanding their services to manufacturers through utilization of sub-recipient agreements (SRA). Once an SRA is established and reviewed by their federal partner - the National Institute of Standards and Technology (NIST) Manufacturing Extension Partnership (MEP), a budget revision will be processed and the SRA will begin. Part of the process also involves an update to MEPOL's strategic plan that includes targeting this form of service provided to manufacturers. The strategic planning process began with visits with college personnel in September followed by a visit from NIST/MEP personnel in October. In December, the industry advisory board, state staff, and college representatives met with the strategic planning consultant to lay out a plan. The advisory board has reviewed the plan and sent it to NIST for final approval. A draft of the strategic plan is attached for your review.

A copy of last quarter's impact metrics is also attached. MEPOL's impact score at 90 maintains their status as one of the nation's top performing Centers.

Fiscal Impact: While there is no direct fiscal impact for the system, the data shows manufacturing industry impact reported over a 4-quarter rolling time frame of \$143.8M in new and retained sales, new investments, and cost savings combined for the manufacturing firms surveyed.

History of Prior Actions: MEPOL receives metrics every quarter after processing of client surveys is complete. Surveys are processed by an independent third-party group contracted by NIST MEP.

Benefits to the System: The award will serve the system colleges as an added conduit for client integration. Also, since the award focuses on implementation of industry specific needs for clients, it will be able to open more ways for colleges to assist with additional training offerings found through the award.

Monty Sullivan
Approved for Recommendation to the Board
Dr. Monty Sullivan

2-12-20

Date

Manufacturing Extension Partnership of Louisiana - 208

2019-3 - IMPACT Metrics as of Tuesday, January 21, 2020

CAR Operations Performance Management IMPACT Metrics

CAR Current Quarter Performance

90

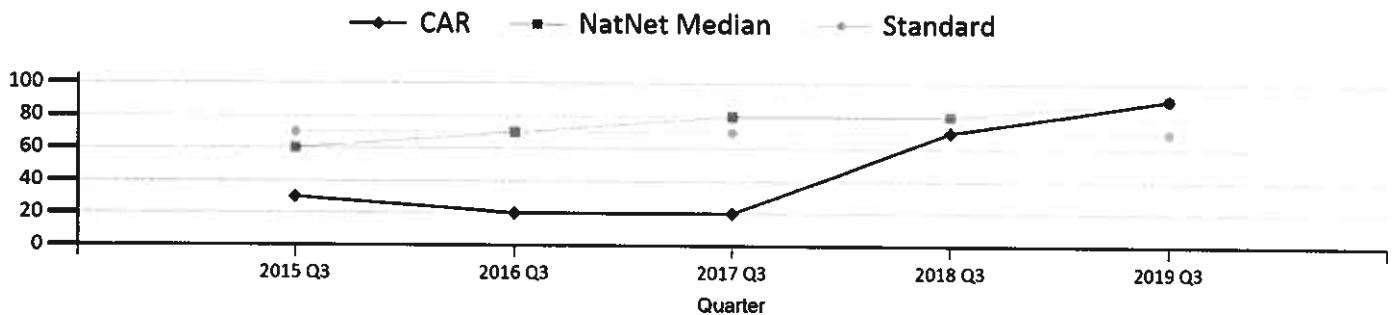
Federal Funding - \$1,513,000.00 Total Cash Resources - \$2,196,376.00
(Four Quarter Rolling Average)

Impact Metrics

Metric	CAR Reported Impact	Normalized CAR Performance	Performance Standard	CAR Metric Points	NatNet Median Performance	From Threshold
Impact data based on MEP Client Survey responses						
New Sales (10)	\$29.6 M	19.6	\$15	10	\$28.0	131%
Retained Sales (10)	\$73.6 M	48.7	\$35	10	\$68.4	139%
Jobs Created and Retained (10)	2,111	1395.2	500	10	854.1	279%
New Investment (10)	\$25.6 M	16.9	15	10	\$26.3	113%
Cost Savings (10)	\$15.0 M	9.9	7	10	\$9.4	141%
Percent Improving Competitiveness (10)	72.0 / 100.0	72.0%	80%	0	87.6%	-8 PP
Survey Response Rate (10)	100.0 / 121.0	82.6%	70%	10	87.0%	12.6 PP
Net Promoter Score(r) (10)	91.8 - 1.0	90.7	75	10	84.9	15.7 PP
Impact data based on Client/Project Submissions						
Mfg.Clients / \$M Fed (10)	136	90.0	73	10	75.7	123%
New Mfg.Clients / \$M Fed (10)	125	83.0	29	10	31.7	285%

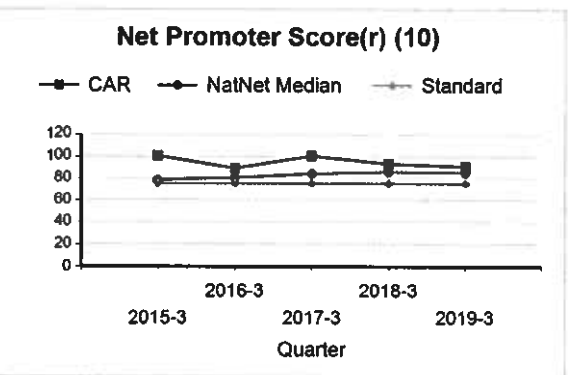
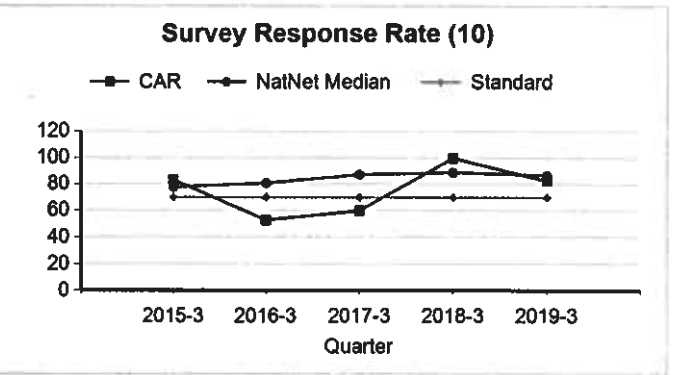
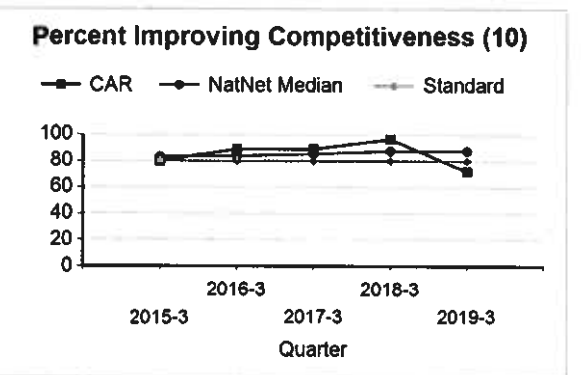
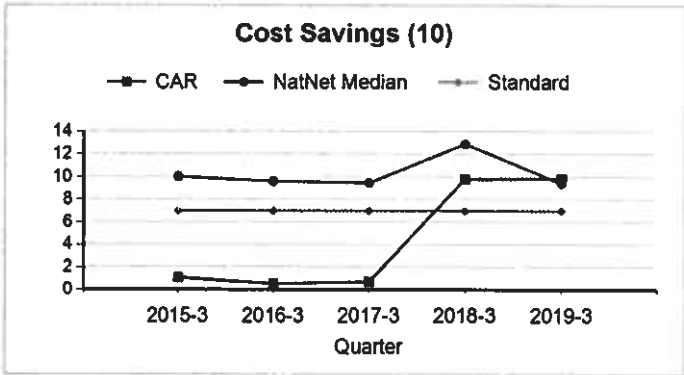
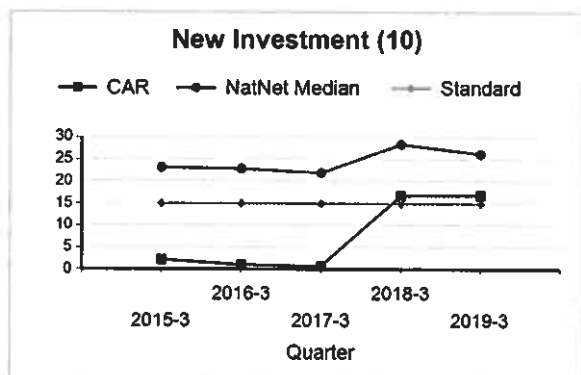
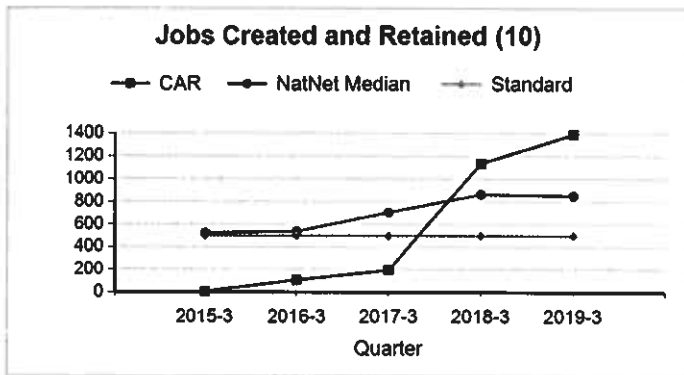
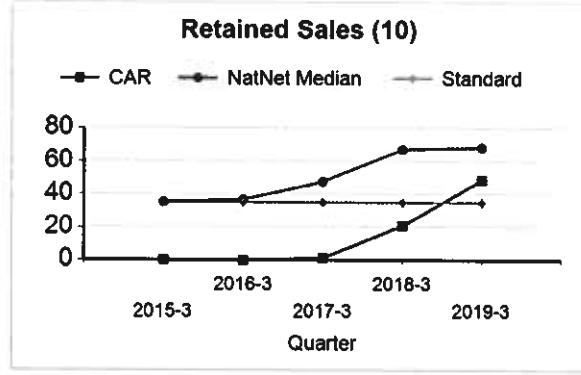
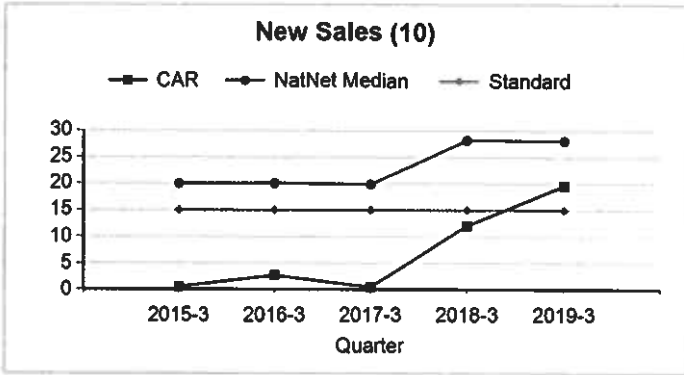
- *Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.*
- *PP - Percentage Points*

Impact Metrics - Manufacturing Extension Partnership of Louisiana



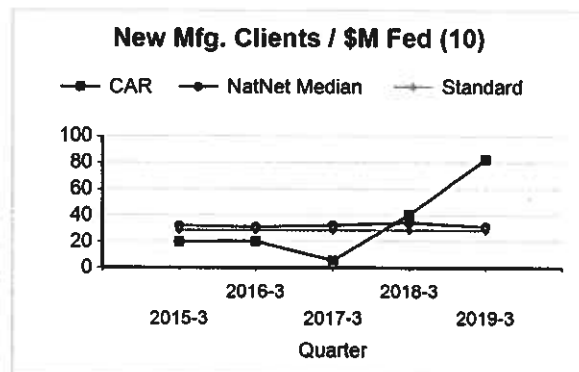
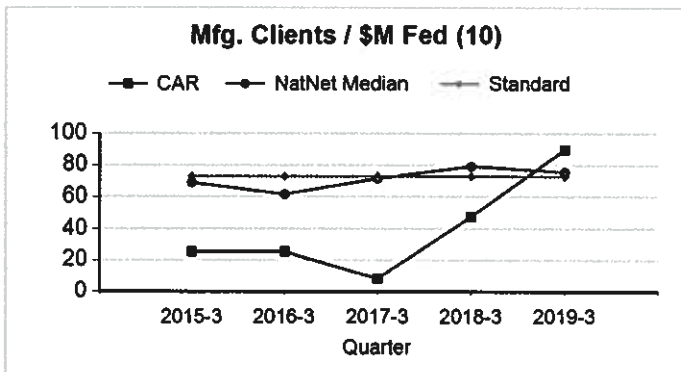
Manufacturing Extension Partnership of Louisiana - 208

2019-3 - IMPACT Metrics as of Tuesday, January 21, 2020



Manufacturing Extension Partnership of Louisiana - 208

2019-3 - IMPACT Metrics as of Tuesday, January 21, 2020



MEPOL

Manufacturing Extension Partnership of Louisiana

Draft Planning Document

2020 to 2024

OUR MISSION

To enhance the productivity and technological performance of Louisiana manufacturers.

OUR VISION

To leverage our position within Louisiana's Community and Technical Colleges to provide integrated training and implementation solutions for manufacturers to drive competitiveness, profitability, and growth.

OUR CORE VALUES

- ❖ Commitment to clients, listening and understanding systemic issues.
- ❖ Direct, open, and honest communication.
- ❖ Teamwork and collaboration, including our partners, clients and community.
- ❖ Product quality and reliability – doing it right, making it better.
- ❖ Continual self-improvement, including investing in cutting-edge skills to meet market demand.
- ❖ Embracing diversity and inclusion in the workplace.

GOALS AND OBJECTIVES

Goal One: Develop an Integrated Service Delivery Process				
Objective	Performance Measures	Tactics	Champion	Completion/ Review Date
1. Develop a Collaborative Delivery Model with Community College Partners by April 1, 2020.	A. Parameters for performance for sub-recipients in place. B. Performance metrics for SRAs to include min of 14 contacts in 2020.	1a. Identify potential sub-recipients - design pilot projects with 3 potential sub-recipients - evaluate and use results to inform MOU. 1b. Develop MOU with agreed standards and objectives, based upon lessons learned in the pilot program. (Agreement on cost sharing model) (cost share and programmatic share).	Rene MEPOL Staff Resource	April 1, 2020
2. Develop a robust 3 rd Party Contracting Program by Q4 2020.	A. Parameters for performance for 3 rd party contracts in place. B. In 2022, 25% of projects delivered by 3 rd Party contractors.	2a. Identify contracting process, and develop task force to address these barriers. 2b. Identify areas of needs for manufacturers and services to be provided (training and implementation) by 3 rd parties. 2c. Define project oversight methods - the role of contractors vs the role of MEP staff. Include an orientation program for contractors.	Kayla Dayna Rene	June 30, 2020
Goal Two: Improve Operational Excellence				
Objective	Performance Measure	Tactics	Champion	Completion/ Review Date
3. Develop a Performance Management program, linked to organizational goals and objectives, to drive performance and increase engagement.	Parameters for performance management program are in place.	3a. Identify core competencies for each role. 3b. Working with individual team members, develop specific, annual goals that are in alignment with the organization's growth strategy. 3c. Schedule regular 'check-in' meetings to assist team members to reach their goals.	Director MEPOL Staff Resource	April 1, 2020
4. Recruit and hire talent for both internal and external positions - Center Director, Operations Mgr, Service Delivery specialists. (Accelerate current practice)	4 new team members (including CD and Ops Mgr) in 2020 4 additional team members 2021.	4a. Review current recruitment strategy with LCTCS HR department. 4b. Interview regional MEP offices to understand their recruitment practices. 4c. Assess attractiveness of current package, and identify opportunities for improvement.	Director LCTCS HR Dept.	May 1, 2020

5. Develop internal retention practices to ensure that current and future team members are engaged and positive about their role.	A. Low to no turnover B. High (improved) score on internal engagement survey.	5a. Clearly define the core competencies of a field agent (review current job description). 5b. Develop or initiate an internal staff engagement survey to assess current staff satisfaction. 5c. Identify 'Path of Progression' opportunities for team members.	Project Managers Nelli	March 1, 2020
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Goal Three: Champion manufacturing across the state

Objective	Performance Measures	Tactics	Champion	Completion/ Review Date
6. Increase the number of small manufacturers served	Increase to 90 by 2022.	6a. Collaborate with our Community College partners to identify the specific needs of small manufacturers. 6b. Develop service plans with Community College partners to support small manufacturers in rural communities. 6b. Develop marketing and outreach plan in collaboration with Community Colleges.	Kayla Project Managers	September 30, 2022
7. Identify an affordable, proactive slate of services that can be offered statewide	Two additional service offerings in place.	7a. Explore the use of Core Value and/or Value Builder as tools to use with our smaller companies. 7b. Explore training and implementation services Community Colleges can provide. 7c. Identify and/or develop services supporting and encouraging Advanced Manufacturing.	Kayla Project Managers	June 30, 2020

Goal Four: Expand the outreach and brand of the MEP through Strategic Partnerships

Objective	Performance Measure	Tactics	Champion	Completion/ Review Date
8. Develop MOU with agreed standards and objectives.	Clearly stated standards and objectives per partner	8a. Explore the relevance and potential of relationships with: LA Economic Dev, SBDC, Regional Mfg Associations, Geaux FAME, Regional EDAs, State Universities and Educational Institutions. 8b. Identify strategic opportunities with 6 to 8 potential partners, apart from LCTCS. 8c. Develop draft MOU for review by LCTCS and potential partners.	Director Rene	September 30, 2021

Goal Four: Expand the outreach and brand of the MEP through Strategic Partnerships

Objective	Performance Measure	Tactics	Champion	Completion/ Review Date
<p>9. Create cross-fertilization between the Industry Advisory Board and the LCTCS Fiduciary Board. (Improve communication and understanding).</p>	<p>Annual 'For Board Information' Document (from IAB to LCTCS Board) with performance metrics</p>	<p>9a. Nominate a member of the LCTCS Fiduciary Board to join the Industry Advisory Board. 9b. Arrange for a member of the Industry Advisory Board to attend LCTCS's Fiduciary Board meetings to represent MEP. 9c. Arrange follow-up board development workshop for the IAB. 9d. Clarify the roles and responsibilities of the IAB now that the program operates under the LCTCS umbrella.</p>	<p>Rene Connée IAB</p>	<p>June 30, 2020</p>