



Northwest Iowa
Community College

Business & Industry Center

A Brief Overview of the
Education, Training and Assistance
Available to Business and Industry

The NCC Business & Industry Center

strives to be industry's first source for providing

confidential assessments,
knowledge solutions and
customized skill building.

603 West Park Street
Sheldon, Iowa 51201
712.324.5061 ext. 110



CUSTOMIZED TRAINING PROGRAMS TO MEET **YOUR** NEEDS

This listing of training programs, assistance and assessment is not all inclusive of the offerings available through Northwest Iowa Community College. We invite specific and special requests, which we will evaluate as to our ability to fulfill your needs satisfactorily.

Programs, seminars and topics can be customized to meet the client's needs. To develop a customized solution to your learning needs, NCC will conduct:

Front-End Analysis

If your company's training goals are uncertain, we will perform a needs assessment to be sure that we match the training with actual needs.

Develop Solutions

Based on your training goals or needs assessment, we will develop a training program customized to your unique circumstances.

Execution

We will deliver the customized training at your site or at times that are convenient for you and your employees.

Evaluation

We will provide you an evaluation of the training and its outcomes.

Offering location can be flexible; we will work with the client in specific areas for the most suitable location.



The training sessions were very **well organized** and Leshawn was very **knowledgeable**. It was fantastic that Leshawn came to our business before the training took place and researched our **specific training needs**. This gave her the opportunity to adapt her presentation so it would have the most impact for our employees.

This helps us achieve our company's goals. ”

—Gloryann Mejias Sarceno
Quality Assurance Manager at SIG International
Boydton, Iowa

LEAN OPERATIONS

As a company president, owner, operations manager, etc. have you read or listened to discussions where other presidents, owners or managers have commented on attaining productivity improvements of 10% to 30%, up to a 90% reduction of work in process (WIP), a 30–40–50% improvement in space utilization, quality increases of 80–90% and possibly lead time reductions approaching 90%. Did you hear how they attained such results? This is the range of benefits some companies have attained with the implementation of Lean Operations. Does it have your interest? Contact the NCC Business and Industry Center. We have resources to assist industry with Lean concepts in reducing “waste” driving towards reduction in costs, inventory, achieving greater productivity, improving quality all towards driving an improved bottom line. But keep in mind: **Lean is not a destination but a continuing journey.**

Lean is?

The Lean Methodology is a systematic approach to eliminate waste and producing what your customers want when they want it. It is doing more with less waste. The process of implementing Lean encompasses many of the improvement activities you may have tried before. It is the systematic approach to identify and do only what is needed to make improvements while incorporating it into your culture that makes the difference.

The components of Lean:

- Factory and Materials Flow
- Value Stream Mapping
- Visual Factory
- Set-Up Reduction
- Cellular / Flow Manufacturing
- Total Productive Maintenance
- Just-In-Time Inventory
- Dealing with Change
- Team Building
- Team Facilitation
- Problem Solving
- Project Management
- Business Planning
- Strategic Planning
- Lean Accounting

Lean Assistance

NCC will assist you to assess your systems and procedures to identify a baseline and develop recommendations that will help you improve your operations. If waste exists, we will find it. The operational areas we assess include:

- Production
- Inventory
- Defects
- Processing
- Transportation
- Motion
- Underutilized people and machines

We will then assist you to design an improvement plan for your operations that will combine both training and implementation assistance to commence the Lean Journey. The methodology development will blend with both your company's goals and budget.

NCC Business & Industry Philosophy:

- Employers and their employees are **valued customers.**
- Each customer has unique, time sensitive needs which demand **customized and effective solutions.**

Lean Workshops

Lean 101—Principles of Manufacturing

This is a workshop that combines classroom with hands-on simulation of an operating factory in a 1-day, 8-hour course. It is the first step to learning the principles of lean manufacturing. No previous experience is required. Participants begin by manufacturing simulated circuit boards in a traditional forecasted manufacturing setting. The results of the first simulation round will provide the basis for continuous improvement applying lean manufacturing principles. Performance improvements are measured and compared for improved results.

Lean 202—Value-Stream Mapping

This workshop provides the tools and teaches how to use them to map the current state of a product or process. It typically is a two-day, 16-hour event which may be conducted in your facility starting your mapping. It can be a 1-day, 8-hour course strictly teaching the tools and concepts. In the workshop you learn how to create a map of an entire value stream. You will learn how to map the current state of a product or process. Using the current state data you will determine the non value-added events or activities in your operation then develop a proposed future state. Participants will learn the steps necessary to eliminate waste in the system using the power of the value stream map to achieve an enhanced future state. Real company examples are presented and discussed.

Lean 203—Visual Workplace / 5S + 1

This also is a workshop that combines classroom with hands-on simulation for productivity and communication in a 1-day, 8-hour course. It may be held at your facility with part of the event on your factory floor. We can also take the next step making this a 2 day session and commence Implementation to an area in your operation.

This course will successfully teach how to transform a factory into a place where messages concerning product quality, productivity, schedule, and safety are accurately and rapidly delivered every day. Participants learn methods to implement specific, easy to access, visual systems to enhance communication and productivity. Course participants go away with knowledge of what visual order is and what the visual workplace looks like and how these concepts work on the production flow. The course teaches how to deal with resistance, develop checklists, and use a process map to drive the process. Examples are taken from case studies of successful companies.

Lean 204—Set-Up Reduction

A combined classroom and hands-on simulation to reduce set-up time by applying Single Minute Exchange of Dies (SMED) in a 1-day, 8-hour course. It teaches the fundamental principles of set-up reduction. The instructor will clearly define set-up and discuss reasons and barriers to reducing set-up time. The course follows the principles first expressed by Dr. Shigeo Shingo and his work in Single Minute Exchange of Dies (SMED). Participants learn the standard methodology in applying SMED to any type set-up industry. This course can also be expanded to an additional day with implementation steps of the concepts on a selected operation in your facility.

Lean 205—Cellular Flow Manufacturing

A combined classroom and hands-on simulation to link and balance operations, reduce lead times, minimize work in process, and optimize floor space in a 1-day, 8-hour course.

This hands-on course teaches how to link and balance manufacturing operations to reduce lead times, minimize work in process, optimize floor space usage, and improve productivity. The instructor leads the class through the 5-step process for designing and implementing work cells.

Lean 206—Pull/Kanban Systems

A combined classroom and hands-on session to control shop floor inventory and production schedules in a 2-day course with implementation on an area of your plant. Participants will learn how to control shop floor inventory and production schedules by implementing pull systems. This course teaches how to design and implement a visually driven, employee controlled material replenishment system. Participants also learn how to implement repetitive and non-repetitive pull systems, to set up point-of-use material storage, to interface with planning systems, and to balance lot sizes with capacity, not economic order quantity.

Lean 207—Total Productive Maintenance

A combined classroom and hands-on simulation to proactively maintain machines and equipment at their peak productivity. This can be presented in a 1-day classroom setting or a 2-day session incorporating implementation. This course offers the participant a method to proactively maintain machines and equipment at their peak productivity. Attendees come away with an understanding of TPM and its five major components. Each student should understand how TPM increases overall equipment effectiveness and how it can help avoid interruptions to production. The course provides a deep understanding of the seven steps to process maintenance.

LEADERSHIP AND SOFT SKILL RELATED TRAINING & DEVELOPMENT OFFERINGS

Myers-Briggs Type Indicator ®

The Myers-Briggs Type Indicator ® (MBTI) personality inventory is one of the most popular self-report instruments in leadership and management development programs; in team building, communications training, and career enhancement programs; and in other organizational development training in the United States and around the world. Specifically, the MBTI explains in objective, non-threatening language the various ways individuals relate to others both while taking in and organizing information and while choosing behaviors. Participants will identify their own personality “types”, and develop an understanding of how to meaningfully interact with personality “types” other than their own. The following workshops are available and are each three hours in duration:

Introduction to Type ®

This three-hour workshop provides participants with the dynamics of personality type as represented by the Myers-Briggs Type Indicator (MBTI). Investigate how your personality traits affect your behavior, what you see as right and wrong, how you view others, and how you view the world based on your personality preferences. Participants will complete and return a Myers-Briggs Type Indicator prior to attending the workshop.

Introduction to Type ® in Organizations

This three-hour workshop provides insight into the creative use of personality difference inside organizations. Investigate how different personalities view the same thing with a different understanding and how managers and employees can use that to benefit the organization. Participants will complete and return a Myers-Briggs Type Indicator prior to attending the workshop.

Introduction to Type ® In College

This three-hour workshop provides participants insight into how personality can foster or block success in college. Discover the potential strengths and drawbacks of your personality type as they relate to the pursuit of higher education. Participants will complete and return a Myers Briggs Type Indicator prior to attending the workshop.

*For additional information, please visit:
www.myersbriggs.org*

Development Dimensions International, Inc. ®

Recent research reveals that most people use only 20% of their innate knowledge and skills in the workplace. That leaves 80% of their potential untapped. For more than 35 years, Development Dimensions International, Inc., (DDI) has been helping companies mine this inestimable natural resource. DDI training programs have a measurable impact on individual and organizational performance. In fact, DDI certified facilitators lead the industry in developing skilled, motivated people and providing them with the tools they need to work effectively. You can choose from a range of learning resources that, taken together, let you strengthen overall performance or, taken selectively, let you pinpoint improvement areas. DDI courses allow you to maximize the return on your training dollar because they offer the following advantages:

Competency-based

DDI pioneered the use of competencies, and every DDI program allows you to hire, assess, promote, train, develop, and manage people against consistent criteria that are relevant for your jobs and your organization.

Built-in assessment and evaluation

DDI’s comprehensive learning programs contain carefully crafted needs analysis and assessment instruments to help determine training needs, assess post-training behavioral change, and evaluate organizational impact.

Powerful integration

DDI provides a highly integrated learning system that, by design, can be easily customized to meet your organization’s needs.

Flexible learning

You’ll find DDI’s systems offer more flexibility—both in content and delivery options—than any other learning programs available today.

Proven effectiveness

DDI’s systems, which are used throughout the world in a variety of industries and organizations, are proven to build skills in critical, job-related competencies and to positively change behavior.

Constant updating

DDI continuously researches, evaluates, and revises its offerings to keep pace with the changes in the way people learn and with evolving workplace demands around the world.

All workshops are four hours long (but can be delivered in a series of smaller segments) and require participants to complete 1 of 2 pre-requisite courses prior to training; either Essentials of Leadership or Interaction Skills for Success.

Many workshops are available related to leadership development, workforce development and customer service, including the following offerings:

Essentials of Leadership

The essence of being an effective people leader lies in establishing good interpersonal work relationships and having the ability to spark action in others. This foundation course teaches leaders how to get results through people. During the course, participants learn a set of essential skills to meet both practical business needs and people's personal needs. Learners acquire a set of proven interaction skills, discover seven Leadership Imperatives for meeting today's challenges, and realize their role as a catalyst leader—a leader who inspires others to act.

Building an Environment of Trust

Trust is a key ingredient of employee engagement and loyalty, yet it's easy for leaders to inadvertently fall into trust traps. Because of the crucial link between trust and business success, leaders must realize the power of trust as a business tool. In this course, leaders learn how to avoid the trust breakers and take action to create an environment in which people take risks, identify and solve problems, and work together to create and sustain high levels of trust.

Coaching for Improvement

Individuals need to take responsibility for addressing unacceptable performance or work habits that impact others and the organization—but leaders must know how to help them do it. This course helps leaders conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.

Coaching for Success

Too many leaders cling to outdated ideas of what it takes to be a good coach. They can't let go of the misguided concept that good coaches help their teams learn from mistakes, all the while focusing on improvement and correcting performance after mistakes happen. In today's work environment, organizations can't afford trial and error; they need things to be done right the first time. This course develops leaders who help people achieve their goals and avoid problems—a more positive experience for themselves and those being coached. Leaders learn a proven coaching process—a continuous cycle that ensures they identify coaching opportunities, provide needed coaching and support, observe performance, and measure results until the desired outcomes are achieved. They learn how coaching for success benefits individuals, strengthens work groups, and supports company objectives and priorities.

Problem Analysis and Decision Making

A rapidly changing and highly competitive marketplace demands making the right decision the first time—quickly. Any delay closes the window of opportunity. This workshop provides tools that enable leaders to solve problems proactively and gain others' commitment to solutions and decisions. Leaders will make high-quality, effective decisions and learn to recognize how personal bias, tunnel vision, and marginal commitment influence decisions.

Communicating and Listening

When people in your organization are communicating effectively, they are informed and able to participate, contribute, and add value to their jobs and the organization. This workshop is designed to equip employees with the skills they need to communicate clearly and listen carefully.

Improving Personal Productivity

Lost profits, unfinished or late projects, abandoned initiatives, lost opportunities, personal inefficiencies, and dissatisfied or neglected customers. Such operating inefficiencies can mean the difference between success and failure. This offering—which can be kicked off in a workshop or provided as a just-in-time reference tool—gives employees the skills they need to increase their productivity while decreasing stress levels.

Interaction Skills for Success

Did you know that everyone has two kinds of needs during any interaction: personal and practical? Improving people's interaction skills will improve the way your workforce thinks and acts. This course presents the basics on how to work well together, reduce wasted time, lessen conflict, and influence interactions in a positive way.

Valuing Differences

Everyone looks at things in a unique way. Today, the companies with the greatest competitive advantage are those that can make the most of their people's diverse abilities. This workshop gives people effective tools for appreciating others' unique perspectives, understanding people's inherent differences, and collaborating in a mutually beneficial way.

Working as a Team

For a team to achieve its goals, its members must do more than just carry their own weight. They must involve, support, and share information with their teammates. And they must commit to the success of the entire team, not simply their own success. This workshop clearly teaches employees the personal, interpersonal, and organizational advantages of working together, whether in teams or in work groups.

*For additional information, please visit:
www.ddiworld.com*

Situational Leadership ®

The **Situational Leadership** ® model is the most widely used leadership model in the world today. Over the last four decades, this model has become the basis of the most prevalent leadership system in over 700 of the Fortune 1000 companies. Having served as the common performance language, the benefit for organizations is enhanced goal and role clarity based on more frequent and more effective conversations about performance.

Situational Leadership

The Core ® is a dynamic, engaging workshop that provides the fundamentals of a time-tested, behavioral model of how to best influence the performance of people. This innovative workshop is pragmatic, flexible and offers the means for learners to begin to impact performance results immediately. The Core ® is an extremely flexible facilitated developmental experience. The use of DVD technology enables the facilitator to easily tailor the material for the specific needs of a group—and the overall organization.

Strategic outcomes include: A focused methodology to ensure goal and task alignment; the diagnostic skills to determine the skill and motivation levels of employees; the ability to consciously select a leadership style appropriate for a situation; enhanced communication skills and a common language to effectively influence employee behavior; a process to effectively cover tough performance issues in an unemotional way; the accelerated development and retention of talent; and an increased respect for and honoring of differences.

This is an all day (8 hour) workshop.

*For additional information, please visit:
www.situational.com*

Franklin Covey FOCUS ®

Considered to be the “gold standard” with respect to time management courses, the Franklin Covey FOCUS ® course teaches participants the best way to manage the multiple demands each of us has placed on our time daily. Prioritization, planning, execution, and accomplishment of goals is taught against the backdrop of providing each participant with a Franklin Covey planner and receiving instruction regarding how to assemble and use this extraordinarily powerful organizing tool.

This is an all day (8 hour) workshop.

*For additional information, please visit:
www.franklincovey.com*

FIRO-B ® (Fundamental Interpersonal Relationship Orientation—Behavior)

The **FIRO-B** ® is a personality assessment that measures how you typically behave with other people and how you can expect them to act toward you. Its interpretation can dramatically increase your understanding of behavior in areas such as the following: How you come across to others, and why this may not be the way you see yourself or the impression you might want to make; How and why conflict develops between well-meaning people; and How to understand your own needs, and how to manage them as you interact with others.

This workshop is three hours in duration.



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It's great that **NCC provides training locally.**

If I couldn't take the training here I would probably have to take an internet course, in which case I wouldn't be able to use all the **great lab equipment** they have here. My only other option would be to drive all the way to University of Northern Iowa, University of Iowa or even a school in Omaha. ”

—Clint Profit, Sprit Lake High School Teacher

TRAINING PROGRAMS

Highly skilled instructors, up-to-date technology, plus a desire to offer unparalleled customer service has given the Business & Industry Center at NCC a reputation as a **quality, results-oriented training institution.**

Manufacturing

- Boiler Operation and Maintenance
- Commercial Truck Driving
- Heavy Equipment Operation and Safety
- Hydraulics and Pneumatics
- Industrial & Auto Body Painting
 - STAR Paint Program
- Industrial Instrumentation
- Machining
 - Machining Concepts
 - Manual Mill, Lathe
 - CNC Operations
 - CNC Programming
- Maintenance Technical Skills
- Math Skills
 - Applied Math including Algebra and Trigonometry
 - Industrial Math
- Measurement Instruments
- Welding Programs
 - AWS Welder Qualification

Electrical

- AC/DC Circuit Analysis
- Alternating Current Fundamentals
- Basic Electrical Wiring
- Basic Motor Control Concepts
- Direct Current Fundamentals
- Electrical Measurement Device Fundamentals
- Grounding
- High Voltage Systems
- Medium Voltage
- Multiple Phase Electric Motor Theory
- Motors, Generators & Alternators
- National Electrical Code Update
 - 2008 Changes to the Code
 - Electrical Code Test Preparation
- Plant and Industrial Wiring
- Power Distribution
- Process Controls
- Programmable Logic Controllers (PLC)
- Safe Electrical Work Practices based on 2004 NFPA 70E
 - Includes Arc Flash-Electrical Safety
- Transformers: Low, Medium, High Voltages/Concepts
- Variable Frequency Drives





Maintenance

- Blueprint Reading
- Boiler Operation and Maintenance
- Hydraulics and Pneumatics
- Industrial & Auto Body Painting
 - STAR Paint Program
- Industrial Instrumentation
- Maintenance Programs including TPM
- Maintenance Technical Skills
- Math Skills
 - Industrial Math
 - Applied Math including Algebra and Trigonometry
- Measurement Instruments
- Welding Programs
 - AWS Welder Qualification

NOTE: Also see the Electrical Section

Water/Wastewater

- Activated Sludge Process Control
- Chlorination
- Iron and Manganese Removal
- Lagoons
- Land Application Conference
- Lime and Ion Exchange Softening
- Math for Water/Wastewater Operators
- Nitrification Chemistry
- Phosphates
- Small System laboratory Analysis
- Standard Specs and Potential Utility Conflicts
- Trickling Filters and RBC's
- Variable Frequency Drives
- Water Chemistry
- Water Distribution Basic Training
- Water Quality Issues in the Distribution System
- Water Treatment Basic Training
- Water Treatment Purpose and Objectives
- Wastewater Treatment Basic Training

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Safety

- Asbestos
- Boiler Safety
- Confined Space Entry
- Confined Space Rescue
- Electrical Safety
- Forklift Operator
- Forklift Safety Train the Trainer
- Hazard Communication/Right to Know
- Hazardous Materials Handling
- Hazardous Waste Site Worker
- Industrial Chemical Spill Response
- Lockout/Tagout
- Machine Guarding
- Mine Safety and Health (MSHA)
- OSHA-10 hour for General Industry
- OSHA-10 hour for Construction Industry
- Personal Protective Equipment (PPE)
- Pole Climbing and Ladder Safety

Additional assistance available with:

- Assessments
- Custom Safety Plans
- Site Safety walk-through

First Aid and Emergency Services:

- Basic Life Support (CPR)
- Blood borne Pathogens
- Firefighter (various courses)
- First Responder Training
- Hazmat Operations
- Incident Command

Quality Assurance

Quality Concepts:

- Statistical Process Control (SPC)
- ISO 9000
 - The Transition to the “2000” revision
 - Management Overview
 - Customer Satisfaction
 - Internal Auditor Training
 - Documentation Concepts and Training
 - Gap Analysis Audits
 - ISO 9000 Implementation: Training, Guidance, and Assistance
 - QS 9000 / TS16949
 - The Transition
 - Internal Auditor Training
 - Implementation Assistance
- ISO 14000 Assistance
- Six Sigma
 - Leadership Overview
 - Champion’s Role
 - Black and Green Belt Training

Aids to Quality Programs:

- Blueprint Reading
- Computer Aided Drafting (CAD)
- Geometric Dimensioning & Tolerancing (GD&T)
- Nondestructive Evaluation Concepts
- Math Skills
 - Industrial Math
 - Applied Math including Algebra and Trigonometry
- Measurement Instruments
- Industrial Instrumentation





Basic Skills

- Basic Skill Assessments
 - Reading, Writing, Math, Critical Thinking Skills
- Computer Training Programs
 - Applications: numerous Microsoft, Apple, etc. software assistance
 - Basic Literacy
 - Database Management
 - Desktop Publishing
 - Palm Pilot and Pocket PC
 - Troubleshooting and Networking
- English as a Second Language (ESL)
- English Language Literacy (ELL)
- Workplace Spanish

“

One thing that you want to stress with firefighting training is to **get as close to reality as possible**. We used to have to travel for training, and that was expensive and it meant that our fire departments were left short. With the new Firefighting Skills Training Trailer, the training can be taken to different towns and **more people can be involved**—getting us more bang for our buck.”

—Kenny Huls, Sibley Fire Chief on the new Firefighting Skills Training Trailer
Boyden, Iowa

IN-SERVICE TRAINING

In an effort to **continually meet your needs**, we have expanded our offerings to include Food Safety and Laboratory topics. Check out some topics below or contact us if your needs are not listed so we can customize training for you.

HACCP for Line Workers

This one to two hour introductory course will define the meaning of HACCP, touch on prerequisite programs, introduce the seven principles of HACCP, and highlight where HACCP is used in your facility. Whether your HACCP plan is regulatory or voluntary this course will help your employees better understand their role in applying your HACCP system. This training can be delivered at your facility and at times that are convenient for you.

HACCP: Basic Concepts for Food Production

Certified by the HACCP Alliance, this three day interactive workshop will cover the seven principles of HACCP, prerequisite programs, and include working groups to teach how to put those principles in action. This training will be offered at the NCC campus quarterly or can be delivered at your facility and at times that are convenient for you. Participants will receive a HACCP Alliance Certified Certificate upon completion.

GMP Basics: Employee Hygiene Practices

This 30–45 minute training includes interactive activities and discussions on GMP basics of employee hygiene. Objectives learned include how personal habits can impact product safety and quality, how improper practices can cause microorganisms to spread, proper hand washing techniques, and identifying and correcting improper hygiene practices. This training can be delivered at your facility and at times that are convenient for you.

Lab Safety in the Food Micro Lab

This one hour training covers PPE, general lab rules, unique hazards in a food micro lab, chemical hazards, physical hazards, and reading and understanding an MSDS. This training can be tailored to your specific lab setting, be delivered at your facility and at times that are convenient for you.

Basic Microbiology

This three to four hour course introduces the six types of microorganisms and differences between them, what roles microorganisms play in our daily lives, what those microorganisms need to grow and methods to control growth. A section also includes any specific microorganisms that relate to your operation. This training can be delivered at your facility and at times that are convenient for you.

Basic Chemistry

This four hour course covers concepts units of measurement, temperature, density, the atom, ions, bonding, states of matter, properties of solutions, equilibrium, acids and bases, pH, organic chemistry and biochemistry. This training can be delivered at your facility and at times that are convenient for you.

pH

This one to two hour course will cover acids and bases, Arrhenius and Bronsted-Lowery theories, titration, strong vs. weak acids and bases, buffers, measuring pH, slope, how a pH meter works and trouble shooting. This training can be delivered at your facility and at times that are convenient for you.

Fermentation

This one hour course is designed for ethanol plant technicians to help them understand the fermentation process required to produce ethanol. Topics covered include defining fermentation, specifying the needed ingredients and conditions, cover the by products and discuss optional uses for them. This course will answer many of the “why” questions to the processes. This training can be delivered at your facility and at times that are convenient for you.

Basic Lab Techniques

This one to two hour course covers the basics of units of measurement, significant figures, rounding, temperature, volume, weight and mass, density, accuracy and precision, calculating molarities and normality, cleaning glassware, documentation, validation and calibration. The content can be specifically matched to the skills needed in your industry. This training can be delivered at your facility and at times that are convenient for you.

Basic Virology

This three hour course introduces viruses and compares them to other microorganisms. It covers the basic parts of a virus and how a virus invades and replicates using a cell using the lytic and lysogenic cycles. It also covers ways to control microbial growth.

The Amazing World of Microorganisms

This one hour course includes a video and discussion on microorganisms and their role in food production. Topics include microorganisms in our everyday lives, what they need to grow, their role in food spoilage, pathogens and food safety, and the employees role in food safety. This training can be delivered at your facility and at times that are convenient for you.

• **ON-SITE**
Training

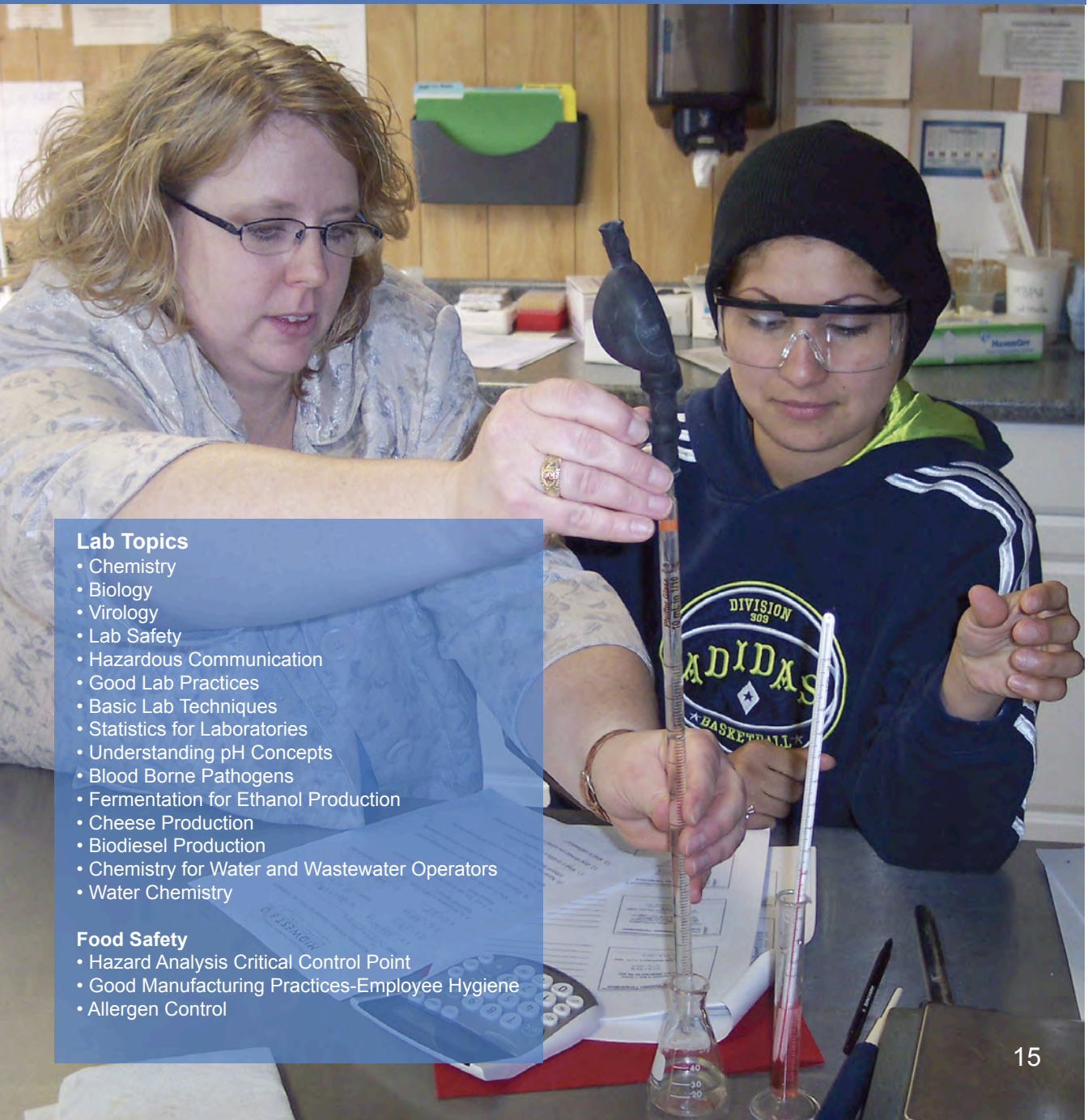
• **CONVENIENT**
Scheduling

• **CUSTOMIZED**
Scheduling

If you don't see the class you want,
customized training is available!

Contact

Leshawn Howard,
Business & Industry Trainer at
712-324-5061 or
800-352-4907 ext. 145
lhoward@nwicc.edu



Lab Topics

- Chemistry
- Biology
- Virology
- Lab Safety
- Hazardous Communication
- Good Lab Practices
- Basic Lab Techniques
- Statistics for Laboratories
- Understanding pH Concepts
- Blood Borne Pathogens
- Fermentation for Ethanol Production
- Cheese Production
- Biodiesel Production
- Chemistry for Water and Wastewater Operators
- Water Chemistry

Food Safety

- Hazard Analysis Critical Control Point
- Good Manufacturing Practices-Employee Hygiene
- Allergen Control

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CUSTOMIZED TRAINING OFFERS MANY ADVANTAGES, INCLUDING THE FOLLOWING:

More convenient timing—programs can be scheduled when and where you want them, on your premises, on our campus, or at any site of your choice.

Focus on your individual company's needs—programs can be customized to address the issues and concerns facing your firm.

Confidential atmosphere—only the people from your organization attend, so discussions are frank and devoted to solving your specific problems.

Employee development—you reward and motivate your personnel by investing in their future while teaching new skills and building group cohesiveness and team spirit.

We can tailor our existing programs to fit your specific training needs, or we can draw upon our many resources to design a brand new course or seminar just for you. We can also provide consultation and needs assessments.

Call the Business & Industry Center for more information or to discuss your company's training needs.



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