



2015-2016 CareerEdge Funders Collaboration





Introduction

PGT Industries was awarded \$59,285 in grant funding by CareerEdge Funders in June 2015 to provide educational programs supporting the transportation, distribution, logistics, and manufacturing areas of the PGT workforce.

Four of the six programs were offered by nationally recognized, industry-specific certifying organizations: Manufacturing Skill Standards Council; Council of Supply Chain Management Professionals (two programs), and the American Production and Inventory Control Society.





Manufacturing Essentials

A total of fifty PGT employees enrolled in Manufacturing Essentials, a preparatory course for the four Manufacturing Skill Standards Council Certified Production Technician (MSSC CPT) exams covering safety awareness, production and processes, maintenance awareness, and quality practices.

Many employees found the maintenance awareness and quality assurance segments to be the most challenging and informative.

“After completing the course, I thought differently about safety. I also had a better background in mechanics and a better understanding of machining,” said Bob Denny, PGT CNC Operator.

“This course has been so beneficial to me,” stated Diane Skentzos, PGT Line Specialist. “I am now putting theory into practice. The course has had an impact on the way I do my job, how I look at things, and how I approach everyday situations at work. I am extremely grateful for this opportunity.”

Forty-four PGT employees successfully passed all four exams and earned the MSSC CPT certification. Of those employees, 37 received a raise and seven were promoted.



Mark Johnson, PGT Technical Specialist 3, was able to diagnose a leak in a compressed air hose after completing the maintenance awareness training.

I am extremely grateful for having this opportunity.

- DIANE SKENTZOS





SCPro™ Fundamentals Customer Service Operations

Three employees from PGT's Customer Service department completed the Customer Service Operations course, which was conveniently offered online through St. Petersburg College. In addition, they passed the Council of Supply Chain Management Professionals (CSCMP) exam in Customer Service Operations and each earned the SCPro™ Fundamentals Customer Service Operations certification. These working professionals agreed that the course material and format fit well with their full-time schedules.


"I really enjoyed the class because it gave me the knowledge to better understand how Customer Service works." – Kayla Woods, PGT Customer Service Support Representative

"The class brought greater clarity to some business terms that I was already familiar with, and introduced other concepts, such as legal information, that will be very important for me to understand as I move forward in my career."
– Kara Hall, PGT Customer Service Representative



Kayla Woods, Customer Service





The class brought greater clarity to some business terms that I was already familiar with, and introduced other concepts.

-KARA HALL



Above: Luis Negron, PGT Warehouse Materials Technician 1, and Thomas Shipps, PGT Fleet Operations Group Leader, brought their deeper knowledge of warehouse operations – along with an eye for improving processes – back to PGT.

SCPro™ Fundamentals Warehousing Operations

Two PGT employees successfully completed the Warehousing Operations class available through St. Petersburg College. The course was offered online and provided the employees flexibility while earning their SCPro™ Fundamentals certification in Warehousing Operations.

APICS Certified Procurement Inventory Management (CPIM)

Five employees from the PGT Supply Chain group are currently completing coursework in preparation for the five American Production and Inventory Control Society (APICS) tests. As of September 2016, they have completed the Master Planning of Resources, Detailed Scheduling and Planning, and Execution and Control of Operations courses. Remaining courses include Basics of Supply Chain Management and Strategic Management of Resources, which will be completed by early 2017.

After all coursework and the five associated exams are completed successfully, the employees will earn the Certified Procurement Inventory Management (CPIM) certification.





Leadership Development

Thirty PGT employees completed Doug Van Dyke's Leadership Development Program. The five-part series was held at various local manufacturing businesses and covered topics such as communication, collaboration, leadership styles, change management, delegation, coaching and developing employees, and conflict management.

"Some of the insight I gained included email etiquette and paraphrasing to better communicate with peers and team members," stated Kyle Hart, PGT Group Leader. "This class provided me various techniques that I can use on a daily basis and I believe it will continue to benefit me as I grow as a leader."


Employees reported that they enjoyed Van Dyke's teaching style, as he presented the content in an easy-to-understand way that was readily adaptable to specific situations.

Theo Kruger, PGT Group Leader, shared, "Doug helped me realize that I can shift my leadership style to adapt to individual team members."

"One of the things I most enjoyed about this program was that each time we learned a new approach or process, we were able to implement it the moment we returned to work," said Tito Stone, PGT Group Leader.



Group Leader Theo Kruger

A man in a polo shirt and dark pants stands in front of a building. In the foreground, there is a circular gravel bed with the letters 'PGT' in large, dark, 3D block letters. The background shows a parking lot with several cars and a building with large windows. The entire image has a yellowish tint.

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a new approach or
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-TITO STONE

Literacy Council Programs: GED Prep, Adult Basic Education, and English for Speakers of Other Languages

Since launching The Literacy Council programs in February 2016, twenty-eight PGT employees have participated in the various courses. All employees were ensured confidentiality, along with complete support for their efforts.

GED PREP

To begin the GED prep course, the twelve enrolled PGT employees were administered the Test of Adult Basic Education (TABE). Based on their TABE scores, they were provided with educational materials at their specific level and then worked with Susan Bergstrom, Program and Volunteer Manager for The Literacy Council of Sarasota County, to develop their educational goals. She was excited by how fully the employees embraced the programs and reported, “PGT employees are so dedicated and highly motivated! They are really driven to achieve their goals.”

Throughout the program, incredible support from family and friends was a reoccurring theme, as well as a driving force behind many of the employees.

One PGT team member was proud to have continuous encouragement from his wife and high-school-aged daughter. He commented on how happy he was to have the opportunity to complete his education, and has plans to further pursue his education after earning his GED.

Another employee sent texts with pictures of his scores to a group of PGT leaders after completing each GED test. The ongoing support he received from his work team helped inspire him to succeed.

The convenience of classes being held on-site at PGT also proved to be tremendously beneficial to individuals earning their GED.

One employee shared that he had tried several times to complete his GED by taking local courses offered in the community. Unfortunately, between long-hours at work and a growing family to care for, he was unable to find the time to attend the classes. He loved that the GED Prep Course was offered at work, as it made fulfilling his educational goals much more attainable. The GED Prep process inspired him so much that he has already begun planning to enroll in an associate degree program after he earns his GED.

ADULT BASIC EDUCATION (ABE)

Four PGT employees enrolled in the Adult Basic Education class. One of the team members shared that he had put his own education goals aside in order to help many of his siblings get through school. Now those family members – along with his wife, children, and PGT team leader – champion his progress through the program. ABE instructor Lily Carrillo of The Literacy Council of Sarasota County reported that all PGT students were a pleasure to work with, and shared that each student brought their own strengths to the course. One asked great questions that encouraged discussions among the class, while another was an active participant and clearly communicated his challenges. A third always volunteered to read aloud, while their fourth classmate quietly but steadily improved each and every day.

ENGLISH FOR SPEAKERS OF OTHER LANGUAGES

Increased confidence, camaraderie, and advancing English language skills are all results that were noticed among enrollees with the completion of each ESOL class.

Lily Carrillo also led the ESOL course and reported that support from PGT management was paramount with the enrolled employees. “When they felt supported, they were free to openly learn and grow,” she stated. “Everyone in ESOL participated actively and was eager to learn. In both ABE and ESOL I noticed improvements in everyone. They all learned in different ways and at different paces, but they contributed so much and tried their best. It was so much fun to interact with both groups each week!” Students reported that they were very pleased with the quality of education and language skills they received from the course.



Summary

Every program backed by CareerEdge Funders has brought tremendous value to PGT. From manufacturing, leadership, and customer service to warehousing and supply chain, positive results have been seen across the board.

The MSSC CPT provided a powerful knowledge base for entry- and mid-level production workers all the way up to the supervisor level. In addition, skill, ability, and engagement have increased.

While a number of employees hadn't taken courses since high school and others had never taken a web-based course, all overcame their initial apprehensions and excelled within their respective courses. One employee even went on to enroll in an online bachelor's degree program, after realizing how well the format worked with his schedule and learning style.

These programs have succeeded in providing career pathways for PGT employees. The courses have encouraged employee growth and development, increased employee retention rates, maximized employee potential, increased employee earning potential, and provided employees with greater job security, as well as an increased quality of life.

The retention rate of PGT employees in these grant-funded programs is an exceptional 94.5%, but the growth of spirit and confidence in these individuals cannot be measured. These programs have made a world of difference to PGT employees, and we sincerely thank you.



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