SUMMER/FALL 2007
ECONOMIC DEVELOPMENT PROGRAMS

Workforce
SUMMER/FALL 2007

WORKFORCE PROFILE:
ZF Industries, Inc.
Hall County
This issue features one of the major manufacturing facilities in Northeast Georgia. ZF Industries, Inc has been in Hall County since 1987. The plant was started with just a few products and has continued to grow in both plant size and product lines since then. We really appreciate the standards that ZF has set for manufacturing excellence.

Inside Workforce there is a great story about how ZF Industries, Inc was founded in Germany and came into such great prominence not only in Europe and the United States, but all over the world as well. ZF Industries, Inc is truly to be admired as a model corporate citizen in Hall County. They are highly involved in community activities that make their employees very well known for their civic and charitable contributions.

ZF Industries, Inc is also known to be highly innovative in their approach to manufacturing. They are constantly looking for better ways to produce their products thus increasing the use of technology in not only equipment and processes but also increasing the skills of their employees. They strive to provide their employees with the best training available which pays off handsomely in increased performance and efficiency.

ZF Industries, Inc and Lanier Technical College have been partners in providing occupational education to its employees. Over the years ZF has grown a partnership with both Lanier Technical College and Georgia QuickStart. The company used Georgia QuickStart for its start up and again for some of its expansions. ZF has donated equipment to Lanier Technical College and participates with the Quest program for youth apprenticeships.

The college in partnership with the Greater Hall Chamber of Commerce was delighted to nominate ZF Industries Inc. for Georgia Manufacturer of the Year this past April. We hope you enjoy learning more about this outstanding employer and please allow us to provide for all your training needs.

Michael D. Moye, President
Lanier Technical College
The Economic Development department of Lanier Technical College supplies a wide variety of non-credit training classes and services to our clients. We offer continuing education, safety, and customized training in an eight county area that includes Banks, Barrow, Dawson, Forsyth, Hall, Jackson, Lumpkin, and North Fulton County. Our customized training is tailored to meet specific needs and our continuing education classes include a variety of subject areas to include safety, computer workshops, first aid, CPR, and forklift training.

We offer training for the Ammonia Refrigeration industry. Three levels of Operator training along with several specialized workshops to meet the industry’s needs. We have a $2,000,000 training facility that includes a state-of-the-art laboratory. The lab, which features three different refrigeration systems comparable to those found in industry, is critical to reinforce classroom lessons and teach troubleshooting skills. Courses focus on safety, operation, and maintenance as well as technical and economic issues. In the lab, a system can be purposely adjusted incorrectly so students see the repercussions.

Also located on the Oakwood campus near Gainesville, the Center of Innovation for Manufacturing Excellence (CIME) opened in February 2006. The center works with industry, government, entrepreneurs and educational institutions developing our state’s manufacturing workforce, fostering innovation and increasing job growth in Georgia.

Staffed by a team of experienced manufacturing professionals, CIME offers advanced training, research and development support and incubation services to companies throughout the state.

Lanier Technical College’s Manufacturing Development Center (MDC) mission is to provide direct assistance to small or startup companies in the establishment of manufacturing enterprises. Our goal is to speed the growth and increase the chances of commercial success for our clients resulting in the creation of jobs and stimulation of economic growth in Georgia.

We are also home to an American Heart Association Community Training Center. Lanier Technical College’s Training Center supports the AHA mission and goals through administrative, educational, and quality assurance support of the AHA Instructor members. Our Training Center supports this mission and purpose through the provision of quality AHA classes to healthcare professionals and the community and by educating and informing the AHA instructors on new skills or AHA programs.

Call us with your training need; we would like to hear from you and have the opportunity to work with you and your employees.

At Lanier Tech we are confident in the quality of our training. Your satisfaction is guaranteed! If you are not completely satisfied, you have two choices: retraining, or no cost for the service.

For additional information not only on our Economic Development programs but to check out the offerings at our college please go to www.laniertech.edu or call us at 770.531.4500.
Lanier Technical College > Workforce Vol. 7 No. 1

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Workforce is published twice a year by the Economic Development Office of Lanier Technical College. Lanier Technical College is a unit of the Department of Technical and Adult Education. The college is accredited by the Accrediting Commission of the Council on Occupational Education.

Workforce Lanier Technical College, 2990 Landrum Education Drive Oakwood, GA 30566, www.laniertech.edu

Lanier Technical College serves as the leading workforce development resource for Banks, Barrow, Dawson, Forsyth, Hall, Jackson, Lumpkin, and North Fulton Counties by providing: Career-technical education programs leading to Associate of Applied Technology Degrees, Diplomas, and Technical Certificates of Credit; Customized business and industry training and economic development services; Continuing education for technical and professional development; and Adult literacy and education services.

Lanier Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran of the Vietnam Era, or citizenship status (except in those special circumstances permitted or mandated by law).
Feature Article:
ZF Industries, Inc. opened its doors locally in 1987 in Gainesville Georgia. The Company’s first products were manual transmissions for passenger cars and light trucks, and parking brakes for light trucks and recreation vehicles.

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Ammonia Refrigeration Operator I
Topics to be covered include:
• Basic Refrigeration
• Safety
• Lubricants and Filtration
• Purging
• Condensers
• Properties of Refrigerants
• Pressure and Force
• Non-Condensable Gasses
• Direct Expansion Systems
• Secondary Coolant Systems
• Compressor Types
• Compressor Operation
• Cooling Units
• Hot Gas Defrost

Cost: $1250
Supplies and lunches are provided;
Classes begin at 8:00 a.m. for five (5) consecutive days for 40 total training hours.

Dates:
Aug. 6 - 10
Sept. 10 - 14
Oct. 8 - 12
Oct. 15 - 19
Oct. 29 - Nov. 2
Nov. 5 - 9
Nov. 26 - 30
Dec. 10 - 14

Ammonia Refrigeration Operator II
Topics to be covered include:
• Two Stage Systems
• Cascade Systems
• Flooded Systems
• System Efficiency
• Automated System Operation
• Data Logging and Analysis
• Electrical Control Diagnostics
• Power Factor
• Pumped Liquid Recirc. Systems

Cost: $1250
Supplies and lunches are provided;
Classes begin at 8:00 a.m. for five (5) consecutive days for 40 total training hours.

Dates:
Aug. 27 - 31
Sept. 17 - 21
Oct. 22 - 26
Ammonia Refrigeration III
This course assists the industry in meeting recommendations at the technical skill level addressed in the joint industry Ammonia Refrigeration Training Guidelines. Topics to be covered are:
• In-depth Load Calculations
• Psychrometric Process
• System Management Optimization
• Efficiency Strategies
• Design Codes and Standards
• Mass/Energy Balances
• Proper/Improper Application of Components
Cost: $1250
Supplies and lunches are provided;
Classes begin at 8:00 a.m. for five (5) consecutive days for 40 total training hours.
Dates:
Sept. 24 - 28

Maintenance and Troubleshooting for the Refrigeration Operator
This five day class is a hands-on laboratory based class covering these topics: Component Alignment, Vibration Analysis, Component Rebuild and Repair, Shaft Seal Replacement, Ammonia Sensor Calibration, Slide Valve Calibration, General System Diagnostics, and Troubleshooting.
Cost: $1250
Supplies and lunches are provided;
Classes begin at 8:00 a.m. for five (5) consecutive days for 40 total training hours.
Dates:
July 23 - 27
Dec. 3 - 7

PSM/RMP for Ammonia Operators
This five day seminar is designed to provide the participant with background information and practical experience in maintaining an existing Process Safety Management/Risk Management Plan program. Participants will attain a heightened awareness of regulatory requirements and compliance practices proving beneficial to anyone involved in creating or maintaining these programs.
Cost: $995
Supplies and lunches are provided;
Classes begin at 8:00 a.m. for five (5) consecutive days for 40 total training hours.
Dates:
Aug. 13 - 17
Ammonia Specific HAZMAT 24-Hour Technician

This class meets the Non Site-Specific Technician level training requirements of 29 CFR 1910.120(q). Topics to be covered include:
- PPE Selection and Application
- Techniques for Monitoring
- Techniques for Advanced Containment & Confinement
- Incident Command System
- Technician Level Responder’s Role

Cost: $595
All needed supplies and lunch are provided.

HAZMAT Eight (8) Hour Refresher

This class meets the Non Site-Specific Technician level refresher training requirements of 29 CFR 1910.120(q). The one day class will culminate with the participants staging one or more mock HAZMAT drills.

Cost: $295
All needed supplies and lunch are provided.

HAZMAT On Scene Incident Command

This one day class is designed to meet the On Scene Incident Commander training requirements specified in 29 CFR 1910.120. Participants must have completed a course qualifying them to the First Responder Operations Level prior to attending this class. Technician Level certification is recommended. Topics to be covered include: Corporate, Local, State, Regional, and National Structure, Techniques, Psychology of Commands, and Simulations.

Cost: $295
All needed supplies and lunch are provided. Available as customized training
Georgia Ammonia Refrigeration Program

For more information call 770.531.4500
Introduction to Industrial Maintenance
This three day course teaches participants basic industrial maintenance skills used in manufacturing. The course covers: Safety, Basic industrial electricity, Basic mechanics, Preventive maintenance, Schematics and Blueprints

Cost: $895
Classes are from 8 a.m. to 4:30 p.m.
Dates: Sept. 11 - 13
Nov. 6 - 8

Fundamentals of Programmable Logic Controllers (PLC)
This course introduces the participants to the principles of computer controlled automation in manufacturing processes. The course includes practical applications of PLC’s.

Cost: $99
Classes are from 8 a.m. to 4:30 p.m.
Dates: Sept. 6

PLC Maintenance and Troubleshooting
This course teaches maintenance technicians the basic skills required to maintain and troubleshoot PLC’s. The course is two days in length.

Cost: $650
Classes are from 8 a.m. to 5 p.m.
Enrollment is limited to ten.
Dates:
Allen Bradley: Oct. 9 - 10; Dec. 4 - 5
Siemens: Sept. 25 - 26
Mitsubishi: Nov. 14 - 15

Root Cause Analysis
This one day course teaches participants how to apply structured problem solving tools to find the root cause of production problems.

Cost: $295
Dates:
Aug. 9, 8 a.m. to 4:30 p.m.
Oct. 4, 8 a.m. to 4:30 p.m.
Center of Innovation for Manufacturing Excellence
Manufacturing companies striving to meet the challenges generated by global competition will find assistance and leading-edge manufacturing technology training at the Center of Innovation for Manufacturing Excellence (CIME) located on Lanier Tech’s Oakwood campus.

CIME works with industry, government, entrepreneurs, and educational institutions to foster manufacturing innovation and increase manufacturing job growth in Georgia.

Staffed by a team of highly experienced manufacturing professionals, CIME offers training and assistance in factory automation, lean manufacturing, equipment and systems maintenance, and safety to manufacturers throughout Georgia.
Center of Innovation for Manufacturing Excellence

Robotics for Operators
This two day hands-on course teaches the basic skills required to safely operate a robotic work cell.

Topics covered include:
- Robot safety
- Robot components
- Teach pendant features
- Manual and automatic operation
- Program fundamentals
- Program teaching

Cost: $650
Classes are from 8 a.m. to 4:30 p.m.
Dates:
Sept. 18 & 19
Nov. 27 & 28

Robotics for Maintenance Technicians
This two day hands-on course teaches participants the basic skills required to safely maintain a robotic welding cell.

Topics include:
- Robot safety
- Robot components
- Cell requirements
- Teach pendant features
- Manual and automatic operation
- Program fundamentals
- Program teaching
- Preventative Maintenance

Cost: $650
Classes are from 8 a.m. to 4:30 p.m.
Dates:
Oct. 30 & 31
Dec. 11 & 12

Fundamentals of Robotics
This course introduces participants to industrial robotics.

Topics include:
- Equipment fundamentals
- Industry applications
- Equipment capabilities
- Basic Safety

The course includes equipment demonstrations.

Cost: $99
Classes are from 8 a.m. to 4:30 p.m.
Dates:
Aug. 21
Oct. 2

Customized Robotics Training
CIME offers customized training in robotics operation, troubleshooting, and programming.

Call 770.531.6350 for more information.

For more information call 770.531.6350
**Introduction to Industrial Maintenance**

This three day course teaches participants basic industrial maintenance skills used in manufacturing. The course covers: Safety, Basic industrial electricity, Basic mechanics, Preventive maintenance, Schematics and Blueprints.

Cost: $895  
Classes are from 8 a.m. to 4:30 p.m.

Dates:  
Sept. 11 - 13  
Nov. 6 - 8

**Fundamentals of Programmable Logic Controllers (PLC)**

This course introduces the participants to the principles of computer controlled automation in manufacturing processes. The course includes practical applications of PLCs.

Cost: $99  
Classes are from 8 a.m. to 4:30 p.m.  
Sept. 6

**PLC Maintenance and Troubleshooting**

This course teaches maintenance technicians the basic skills required to maintain and troubleshoot PLCs. The course is two days in length.

Cost: $650  
Classes are from 8 a.m. to 5 p.m.  
Enrollment is limited to ten.

Dates:  
Allen Bradley: Oct. 9 - 10, Dec. 4 - 5  
Siemens: Sept. 25-26  
Mitsubishi: Nov. 14 - 15

**Customized PLC Training**

CIME offers customized PLC maintenance and troubleshooting training designed to meet company specific needs:

- Siemens Step-7  
- Allen-Bradley  
- Mitsubishi Q-series

Call 770.531.6350 for more information.

For more information call 770.531.6350
MAINTENANCE SKILLS ASSESSMENTS

Companies invest in highly automated manufacturing systems to compete. To succeed, they must also invest in training their employees to maintain and support these systems. CIME Maintenance Skills Assessments help companies pin-point specific training needed to prepare employees to meet this challenge.

Complete Evaluations

Assessment teams conduct evaluations consisting of eleven written, seven identification and application, and six performance activities. The results of the evaluation give both the individual and the company a full summary with training recommendations.

Unique Training Plans

An individual training plan is developed for each person evaluated. The training plan targets deficit areas. This maximizes training benefits and return on training dollars.

Assessment Results Include:

Assessment, results with detailed explanation, and an Individual Training Plan.

$1500 per assessment.
MAINTENANCE SKILLS TRAINING

Flexible, professionally designed training modules allow you to acquire just the skill sets needed for your organization.

Mechanical
General Plant Safety
Basic Blueprint Reading
Shapes in Two Dimensions
Objects in Three Dimensions
Precision Measurement
Principles of Mechanics
Math Force I
Work I Rate I
Power I Torque Fasteners
Seals Lubrication
Couplings Bearings
Chain Drives

Electrical
Fundamentals of Electricity
Magnetism
Introduction to AC
Resistors, Inductors, and Capacitors
Safety and Standards
Terms and Diagrams
Working and Conductors
Power Distribution and Service
Circuit Protection Devices
Industrial Power Distribution
Basic Circuits Grounding
Test Equipment I Test Equipment II

$150 per training hour

For more information call 770.531.6350
Lanier Technical College’s Manufacturing Development Center (MDC) directly assists small or startup companies in establishing manufacturing enterprises. The goal at the MDC is to speed the growth and increase the success of these companies, helping them create new jobs for Georgia. The MDC serves all of northeast Georgia.

The MDC was launched in July 2006 with the Grand Opening at the Featherbone Center. The MDC concept was spearheaded by Lanier Technical College’s Economic Development Department, and quickly gained momentum as the community threw its support behind the project. As a result, the MDC benefits from the significant and broad support of key stakeholders including:

- Lanier Technical College
- Featherbone Partnership, LLC
- Appalachian Regional Commission
- Georgia Power
- Hall County
- City of Oakwood
- City of Gainesville
- City of Flowery Branch

Several key partners have also located offices in the MDC making it easier for startup companies to get the help they need. These partners include the University of Georgia’s Small Business Development Center, Georgia Tech’s Enterprise Innovation Institute, and the Georgia Department of Economic Development.

The MDC is located in the former Warren Featherbone Company building at 999 Chestnut Street in Gainesville, Georgia. This facility, built in 1956, operated as an infant’s wear manufacturing business until August 2005.

Featherbone Center was organized in 2005 by The Warren Featherbone Company and local investors. The center is being developed as a “communiversity”, a community resource to provide cross-generational learning opportunities through a unique alliance among educational institutions.

To learn more about opportunities available through the MDC, and to learn how to apply, please visit www.laniertech.edu and follow the link to the Manufacturing Development Center. Or contact:

Carroll Turner, MDC Director
Phone: 770.535.9220
cturner@laniertech.edu
Let us help you develop and strengthen your business by providing -

* **FREE** one on one Consulting
* Continuing **Education Classes**

For more information or to register for a class:
www.gainesvillesbdc.org
or statewide www.georgiasbdc.org

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### Continuing Education Class Schedule

<table>
<thead>
<tr>
<th><strong>Starting Your Own Business</strong></th>
<th>Location</th>
<th>Time</th>
<th>Fee</th>
</tr>
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<tbody>
<tr>
<td>June 13</td>
<td>5:30PM</td>
<td>Banco Familiar</td>
<td>Free!</td>
</tr>
<tr>
<td>July 12</td>
<td>6-8PM</td>
<td>GB&amp;T Branch</td>
<td>Free!</td>
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<tr>
<td>August 8</td>
<td>6-8PM</td>
<td>GB&amp;T Branch</td>
<td>Free!</td>
</tr>
<tr>
<td>September 12</td>
<td>6-8PM</td>
<td>GB&amp;T Branch</td>
<td>Free!</td>
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<thead>
<tr>
<th><strong>How To Write A Business Plan &amp; Financing Your Business Venture</strong></th>
<th>Location</th>
<th>Time</th>
<th>Fee</th>
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<tbody>
<tr>
<td>May 23</td>
<td>6-9PM</td>
<td>G’ville SBDC</td>
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<td>July 25</td>
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<td>G’ville SBDC</td>
<td>$40.00</td>
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<td>August 22</td>
<td>6-9PM</td>
<td>G’ville SBDC</td>
<td>$40.00</td>
</tr>
<tr>
<td>September 19</td>
<td>6-9PM</td>
<td>G’ville SBDC</td>
<td>$40.00</td>
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<tr>
<th><strong>Managing Your Small Business Cash Flow</strong></th>
<th>Location</th>
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<td>August 16</td>
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<td>G’ville SBDC</td>
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<th><strong>Strategic Marketing</strong></th>
<th>Location</th>
<th>Time</th>
<th>Fee</th>
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<tr>
<td>September 6</td>
<td>9-12PM</td>
<td>G’ville SBDC</td>
<td>$99.00</td>
</tr>
</tbody>
</table>
Center of Innovation for Manufacturing Excellence

LEAN MANUFACTURING

Lean Manufacturing helps companies cut waste, slash lead times, streamline production flow, improve quality, and gain maximum benefit from factory automation. CIME offers training courses and programs designed to help companies make the Lean transition.

Value Stream Mapping
This one day course teaches participants how to create and use value stream maps to identify sources of waste and streamline production processes.
Cost: $295

Dates:
Aug. 7, 8 a.m. to 4:30 p.m.
Oct. 16, 8 a.m. to 4:30 p.m.

Root Cause Analysis
This one day course teaches participants how to apply structured problem solving tools to find the root cause of production problems.
Cost: $295

Dates:
Aug. 9, 8 a.m. to 4:30 p.m.
Oct. 4, 8 a.m. to 4:30 p.m.

Customized Lean Manufacturing Training
CIME offers customized Lean Manufacturing training courses and programs designed to meet company specific needs.
Call 770.531.6350 for more information.
You are driving through the North Georgia Mountains in your Ford or Chevrolet heavy duty pick-up with a six speed manual transmission towing a trailer with a John Deere backhoe loaded going to a job site. Chances are that the transmissions you are shifting and the transmission and axles in your backhoe are made right here in Gainesville Georgia.

Welcome to ZF Industries, Inc located in Industrial Park South in Gainesville Georgia. On August 20, 1915, Zahnradfabrik GmbH was founded as a private company, owned by Luftschiffbau Zeppelin GmbH and Max Maag Zahnräderfabrik. The company is founded to develop high precision & quality bevel gears for the Zeppelin Airships.

World War I ended in the fall of 1918 and the Versailles Treaty limited the market for aircraft transmissions, so the company started building auto transmissions. The company's started with the serial production of the Soden pre-selector gearbox, a semi-automatic transmission invented by the company's CEO.

While the Soden gearbox proved to be a technological revolution, the German market was not ready for it. ZF responded by developing and launching the Einheitsgetriebe, a standardized gearbox that allowed mass production at low cost in 1925.

The 1930s hit the German economy with another serious recession. In 1932, the company ventured into steering systems. By 1937, ZF had evolved as one of Europe’s leading manufacturers of vehicle transmissions with 3,500 employees.

The tragic explosion of the Zeppelin “LZ 129 Hindenburg,” in which 35 of the 96 passengers lost their lives on May 7, 1937 in Lakehurst, New Jersey, brought the “Zeppelin-Era” to a sudden end. Afterwards, ZF’s development engineers started working on transmissions for tractors and motor ships. In 1939 ZF started making transmissions for tanks and military trucks.

Due to high demand from the German military, the company established new production facilities for steering mechanisms in Alsace and for tank gearboxes in Passau. However, in 1944 the Allied Forces bombed Friedrichshafen, a center of the German war industry, and took over the Schlettstatt...
After long and difficult negotiations, the company was granted permission to resume operations. Soon the machinery was up and running again, making transmissions for tractors and trucks. The plant in Schwäbisch Gmünd recommenced the production of steering mechanisms. The Passau plant began to make engines for tractors.

In the next 20 years, ZF evolved to become Europe's largest manufacturer of transmissions, steering gears, and drives. Besides the auto and truck industry, the company targeted manufacturers of water and air vehicles, as well as machine tool makers.

Ever-increasing use of motor vehicles contributed to ZF's impressive performance during the 1960s. By 1968 more than one third of the commercial vehicles in Germany now carried a ZF-transmission or ZF-steering gear. In the early 1970s the company's annual sales passed the DM1 billion mark.

In the 1970s, the company greatly expanded into all parts of the globe. Subsidiaries and sales offices were established in Austria, France, the United Kingdom, Denmark, Norway, Argentina, South Africa, and the United States. In the 1980s, ZF established a presence in Japan, Spain, India, South Korea, Singapore, Australia, Switzerland, and Turkey.

Over the years, ZF became an indispensable partner for the global auto industry. Its broadened international reach enabled the company to attract more and more of the global automakers as customers.

Today ZF Friedrichshafen AG is one of the world's largest suppliers to the global auto industry turning power into motion with its transmissions for motor vehicles for road, railroad, air, and water. The company also makes automotive steering and axle systems and chassis components, and industrial drives and transmissions for heavy machinery. Headquartered in Friedrichshafen, Germany, ZF maintains a global presence though 126 production locations and 26 sales and service subsidiaries around the world. Roughly 20% of ZF's total sales is generated in North America.

ZF Industries, Inc opened its doors locally in 1987 in a 162,000 square foot facility in Industrial Park South in Gainesville Georgia. The company's first products were a five speed manual transmission for light trucks, a six speed manual transmission for passenger cars, and parking brakes for light trucks and recreation vehicles.

Some of the reasons ZF picked Gainesville were due to the quality of life factors for their employees like Lake Lanier, the Appalachian Mountains, and the pleasant climate. It was also considered a strategic location close to their customers in the OEM automotive manufacturers with direct access to major interstates in the area. They also looked at the fact that it was close to the Atlanta Airport with access to two major ports in Charleston and Savannah.

ZF started with just a few products but has continuously added new product lines and expanded in both building space and employees.

In 1996 ZF launched the WG Powershift transmission for construction equipment and in 1998 they added the six speed heavy duty manual transmission for Ford Motor Company. Due to the new product lines and the continued success with the existing products the company needed to expand the facility. In 1999 the building grew from 162,000 to 185,000 square feet to make room for the new products and equipment.

In 2000 they launched the new six speed heavy duty manual transmission for General Motors and again grew the plant in size from 185,000 to 198,000 square feet.

In 2003 they launched their new Multi-Track axle line for construction equipment for customers such as John Deere, JLG, Lull, Skytrak, and Gradall.

In 2004 they launch another axle drive line, this one for Mercedes passenger cars and SUVs.

Again they had the facility full to capacity and had to expand the building to its present size of 210,000 square feet in 2005.
In 2006 they started two new product lines, the axle line for General Motors for the Australian Holden and the MS Axle line for construction equipment.

Over the years ZF has grown a partnership with both Lanier Technical College and Georgia QuickStart. The company used Georgia QuickStart for its start up and again for some of its expansions.

ZF has used Lanier Technical College for much of its training and has made equipment donations to Lanier tech and participates with the Quest program for youth apprenticeships.

“The objective is to continue to win customers on the basis of competence and excellent performance.”

The above statement is from the company perspective and clearly states the company’s view concerning quality. During their history in Gainesville, ZF Industries, Inc has won many awards to include the Q1 quality supplier award from Ford Motor Company since 1990. They won the Key Supplier Award from John Deere in 2002 & 2003. And they were registered as a Certified Quality Management System supplier in 1996 under the QS 9000 standard and the current ISO/TS 16949:2002 standard. They have maintained their Certified Environmental Management System since 2000.

ZF maintains a high level of involvement in several areas of the community. The company and its employees participate in the United Way campaign each year and the Toys for Tots program during the Christmas season.

They sit on the board of Directors for the North Georgia Health System and Elizabeth Umberson; President of ZF is the Chairperson of the Economic Development committee of the Greater Hall County Chamber of Commerce.

They are also a part of the Hall County Employer Committee through the Georgia Department of Labor, the Hallmark Campaign, Vision 2030, the Human Resources Council, Adopt a Highway, Red Ribbon, Hall County Recycling Coalition, and Keep our County Beautiful Campaign.

ZF is the world’s largest independent specialist for transmission and chassis technology. ZF develops and produces transmissions, steering systems, and axles and chassis components, as well as complete systems for passenger cars, commercial vehicles, and off-road machinery. ZF is a major transmission specialist also for marine craft, rail-bound vehicles, and helicopters. This flexibility allows ZF customers to be provided with optimum products and service. The objective is to continue to win customers on the basis of competence and excellent performance.
Why should Lanier Technical College be your choice for computer training?
• Personalized attention allows your individual needs to be addressed
• Pricing options available to meet your needs
• Private classes or one-on-one training available at a Lanier Tech campus or at your site

Workshop pricing and training options:
• Individual workshops (Includes manual and data file) $100
• Customized workshop at Lanier Tech (Up to 10 people) $1000
• Customized workshops at your location (Up to 10 people) $1500
• One-on-one coaching and training priced individually
• Senior Citizens (55+) rate for individual workshops $85

Best Value
• Multiple workshops can be purchased at a savings up to 30%
  20-99 pre-purchased workshops (vouchers) $90 per voucher
  100-199 pre-purchased workshops (vouchers) $80 per voucher
  200+ pre-purchased workshops (vouchers) $70 per voucher

NEW – 100+ online classes
• Earn Continuing Education Units (CEU’s) with online classes
• Choose computer training or non-technical skills such as customer service or managerial
• Sample lesson is available at no cost
• Microsoft Office Specialist Certification training
• Instructor assistance is only a phone call or email away
To view samples visit our website at http://laniertech.howtomaster.com

Online pricing:
Technical Skills:  Individual Courses $100  Three courses $250
Microsoft Office Specialist:  Individual Certifications $198
Non-Technical Skills:  Individual Courses $40  Bundled Courses by Topic $200

For more information call 770.531.4500
# Computer Workshops

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<thead>
<tr>
<th></th>
<th>Forsyth Evening courses are two days</th>
<th>Oakwood Evening courses are two days</th>
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<tr>
<td><strong>Access Introduction</strong></td>
<td>8/15, 8/7, 9/11, 10/18, 11/27</td>
<td>8/6, 9/6, 10/24, 11/20, 12/27</td>
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<td><strong>Excel Advanced</strong></td>
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21 WORKFORCE > SUMMER/FALL 2007

For more information call 770.531.4500
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<thead>
<tr>
<th>Course</th>
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<td><strong>Outlook Introduction</strong></td>
<td>10/22, 24 9/19 10/16, 18 9/18 10/13</td>
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<td><strong>PowerPoint Introduction</strong></td>
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For more information call 770.531.4500
Continuing Education

Lanier Technical College offers classes, workshops, and training to support the local businesses and community in our eight county service area. We offer classes in many different areas of interest for both businesses and individuals. This can be to increase your knowledge and job skills or to simply learn something new that you have always wanted to try. We are in the process of setting up new classes at all of our campuses so remember to check out our website at www.laniertech.edu under the Continuing Education link to see our latest schedules.

With Continuing Education Lanier Technical College is providing training in the three following areas:

- Workforce Development
- Personal Development
- Student Development

Workforce Development
Lanier Technical College wants to play a key role in helping businesses maintain a highly skilled and technically trained workforce. We offer Microsoft Office Computer Workshops, Spanish, Customer Service, CPR/First Aid, Web Design and many more.

Personal Development
These classes encourage life long learning in many different areas of interest. Conversational Spanish, Buy and Sell on eBay, Digital Photography, and Adobe classes (Photoshop/Illustrator).

Student Development
Lanier Technical College offers middle and high school students with classes that focus on different areas of interest, from college preparation (SAT and ACT Prep) to exploring different technical subject areas like Video Game Design, Electronics, and Robotics.

Here is a sample of the courses we are offering:


Oakwood Campus
Tues & Thur 6:00 PM – 9:00 PM
Dates: 10/1 & 10/3
Fee: $100

Computers for Beginners – Whether you are 45, 55, or 70 you can still learn to enjoy technology! Learn at a comfortable pace how to use your computer...starting with how to turn on and off your computer! You will learn basic computer terms and what they mean, how to maneuver in Windows XP, and get an introduction to the Internet.

Oakwood Campus
Fridays 8 AM – 11 PM
Dates: 7/13, 7/20, 7/27
Fee: $50

Forsyth Campus
Fridays 6 PM – 9 PM
Date: 8/17, 8/24, 8/31
Fee: $180 (includes book with practice CD)

Conversational Spanish – Learn the basics of the Spanish language so that you can communicate to your customers. No grammar, no conjugation, no prior Spanish experience necessary.

Forsyth Campus
Fridays 6 PM – 9 PM
Date: 8/17, 8/24, 8/31
Fee: $50

Winder-Barrow Campus
Fridays 9 AM – 12 PM
Dates: 8/10, 8/17, 8/24
Fee: $50

For more information call 770.531.6358
Microsoft 2003 Excel Intermediate
Intermediate Excel teaches students how to customize workbooks, use lists, use functions to create formulas, format worksheets, use 3-D references, ready workbooks for the Web, use templates to create workbooks, and insert and manipulate objects into a spreadsheet.

Oakwood Campus
Tues & Thur 6:00 PM – 9:00 PM
Dates: 7/9 & 7/11
Fee: $100

Microsoft 2003 PowerPoint Introduction – Create a presentation, Add visuals to slides: clipart, shapes and tables, Use slides and color schemes, Create a slideshow to finalize presentation.

Winder-Barrow Campus
Friday 9 AM – 12 PM
Date: 9/14 & 9/21
Fee: $100.00


Commerce Campus
Tues & Thur 9AM – 12PM
Dates: 7/17 & 7/19
Fee: $100


Commerce Campus
Tues & Thur 9AM – 12PM
Dates: 8/14 & 8/16
Fee: $100

Computers for Beginners - Purchasing a computer can be a daunting task. This class provides an overview of what to look for when buying a computer and introduces hands-on computer software training in Windows XP, Internet Explorer, and emailing basics. No prior computer experience necessary.

Banks County Center
Fridays 9 AM – 12 PM
Session 1 Dates: 7/13, 7/20, 7/27
Session 2 Dates: 8/10, 8/17, 8/24
Fee: $50

For more information and a complete listing please refer to our website at: www.laniertech.edu under Continuing Education or contact Royce Glenn, 770.531.6358, rglenn@laniertech.edu.
American Heart Association

Lanier Technical College offers services and training for over 1,000-instructors and 70-satellite providers in our certified Training Center (TC) for the American Heart Association.

Training available for businesses, industries, and other organizations:

**Heartsaver CPR/BLS** - teaches lay rescuers how to recognize and treat life-threatening emergencies, including cardiac arrest and choking for adult, child, and infant victims. Students also learn to recognize the warning signs of heart attack and stroke in adults and breathing difficulties in children.

**First Aid** - provides the skills to effectively assess and maintain life from the critical minutes immediately following an emergency until the arrival of emergency medical services personnel.

**Automated External Defibrillator (AED)** - Provides a variety of simulations, or training scripts, to help responders become familiar with the AED and allow them to demonstrate the basic skills necessary to use the AED in an emergency.

Classes offered to healthcare providers and individuals in training for the healthcare industry:

**Healthcare Provider/CPR/BLS** – teaches the skills of CPR for victims of all ages, use of an automated external defibrillator, and relief of foreign-body airway obstruction.

**Healthcare Provider/CPR/BLS Instructor**

Individual must have held a Healthcare Provider Card for a minimum of 2 years.

**Heartsaver First Aid Instructor**

Individual must be an active CPR instructor to enroll in this class.

**Scheduled Classes at the Oakwood Campus:**

**Cost:** $150 for all BLS INSTRUCTOR Courses

$75 each for all Courses

For information on Advanced Cardiac Life Support (ACLS) and Pediatric Life Support (PALS), please call 770-531-6098.

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<td>25</td>
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Cost of Cards:
$4 Each
This price applies to all types of cards!

Purchase 2500+
$3.00 Each…

Mannequin & AED Rental $8 Each

TRAINING CENTER
Organizations may affiliate with Lanier Technical College’s Training Center to provide American Heart Association training. A satellite may be a hospital, an EMS service, or fire department.

For more information call 770.531.6357
Career Track Training--Certificates and Courses

Learn anytime from anywhere. Our program features high-quality instructor-led and self-directed online courses and certificates. Choose a course of study from our online course catalog and take your learning needs to a new level. Enroll today (start anytime) or choose from a fixed start date. Lanier Technical College online catalog in association with JER Group, Inc. offers courses in over 45 different subject areas.

Follow this link to enroll in our courses: http://www.coursecatalog.com/laniertech

All that is needed to take our courses is an email address, web browser and reliable Internet Access.

Online Courses/Certificates

- Industry-based instruction via email, web and corporate Learning Management System
- Courses range in time on average 5-6 weeks, 90 Days, 3-12 months (check course descriptions for details)
- Assessment--quizzes, completion projects and final exams vary depending on course of study
- Instructor-led interaction/feedback via email/web/learning management
- Self-directed courses engage student in interactive learning activities and projects
- End of course evaluations
- Industry Certification (check course descriptions)
- Certificates of Completion (optional)

For more information please contact

Lanier Technical College
2990 Landrum Education Drive
Oakwood, Georgia, 30566
770.531.6358
770.531.6355 (Fax)
rglenn@laniertech.edu
Real Estate Licensing/Training

Providing the highest standards in pre-licensing and continuing education courses for the real estate professional

Why Lanier Tech for your real estate training?

• All classes are On-line or computer based so you can learn in the comfort of your own home
• Lanier Technical College will keep a training record for you. Just call us, we will have it!
• Earn Continuing Education Units for your classes.

CBT and online courses are available. Work at home at your own convenience!
School Code #3486

Please call 770.531.6358 for additional information.

Computer based Georgia Pre-license Fundamentals course $385, and Online version is $395.

For more information call 770.531.6358
Persons holding Conditioned Air Contractors, Electrical Contractors, or Master and Journeyman Plumber License must complete four hours per year of instruction in their related profession. Transcripts for four hours of CEU’s will be provided at the successful completion of each workshop.

**Plumbing Contractors License Renewal**
$75 per class  
Tuesday, Aug. 7, 6:00 p.m. - 10:00 p.m.  
Thursday, Oct. 18, 6:00 p.m. - 10:00 p.m.  
Class will be taught from the latest code book. Participants should bring code book to class.

**Electrical Contractors License Renewal**
$75 per class  
Tuesday, Aug. 14, 6:00 p.m. - 10:00 p.m.  
Thursday, Oct. 11, 6:00 p.m. - 10:00 p.m.  
Class will be taught from the latest code book. Participants should bring code book to class.
Management/Leadership

Management training is critical for an organization to achieve maximum performance. Customized training organized around specific needs is the most direct and time efficient way of achieving this performance.

Lanier Technical College has experienced trainers who can help your organization reach its goals with well trained managers and informed leaders. Sample topics available in this area are provided below. If you have other training needs, please give us a call.

**Basics of Supervision and Management:** Delegating, communicating effectively, performance appraisals and sharing job knowledge are included in this training.

**Leading Change in the Workplace**
Leaders see change as opportunity. Learn how to manage change and productivity during times of transition.

**Managing Multiple Projects and Objectives:** Learn systems that help you multi-task, establish priorities, track projects, manage schedules, and handle details.

**Training Managers to Train:**
The basics of adult learning principles are introduced and practiced using your workplace examples. Course is very interactive with lots of feedback and skills practice.

**Leadership and Management Styles:**
Learn the basic principles of effective leadership and identify your leadership style. You will complete a nationally known assessment tool and learn how to best use this information to benefit you in the workplace.

Customized pricing available

For more information call 770.531.6358
Customer Service

The workshops are designed to meet an organization’s specific needs and incorporate actual workplace problems and situations.

Lanier Technical College provides customized training in the area of customer service.

Communication Skills:
Covers the basics of giving clear messages and what active listening really involves. Communication styles and the impact these have on daily activities in an organization are discussed.

Customer Service Basics:
Internal and external customers are defined and the importance of each is discussed. What are the service expectations of your customers and how can you meet and surpass these?

Managing Difficult People:
Handling difficult customers is essential to a businesses success. Defusing a volatile situation and a positive approach to conflict are covered. A customer interaction model is provided and role play is part of the training.

Telephone Service Skills:
A positive phone image is important to customer service. Voice, words and conversational management help present a positive image. Role play is used to practice techniques presented.

Serving the Multicultural Customer:
Awareness of cultural profiles is essential to providing good service to multicultural customers. The importance of body language when dealing with different cultures is stressed.

Customized pricing available
Workplace Spanish

Lanier Technical College is pleased to offer a new course and method for acquiring conversational skills in Spanish.

This method has been successfully taught for 40 years in businesses, organizations, and for individuals throughout the U.S. You determine the content of the training and design your individual training manual. Forget about grammar and spelling – conversational Spanish is the only focus.

- Make your own personal rules
- Determine your own personal course content
- Learn survival workplace words after just 24 hours

Customized courses available for a maximum of 30 people; 16, 24, or 40 hour courses available.

Call 770.531.6358 for additional information.
Georgia Trane

“Creating the right atmosphere” with Georgia Trane offers two levels of chiller maintenance/service, created and taught by the industry leader in commercial and residential HVAC.

Centrifugal Chiller Systems
(Fundamentals of Operation, Maintenance, and Troubleshooting)
Some of the topics to be covered:
• Theory of operation
• Early detection/avoiding breakdowns
• Peripheral components
• Performing capacity tests
• Chiller systems oil and vibration analysis
Cost: $895.00 per person
Dates: Oct. 9-11
Time: 8:00 a.m. - 4:00 p.m.
Includes lunch and reference materials

Centrifugal Chiller Mechanical Service
(Tear down analysis)
This “hands-on” course enhances the technicians knowledge of centrifugal chillers. Tear down of chillers is a large part of the training. The fundamentals course or prior experience with centrifugal chillers is suggested.
Cost: $1,395.00 per person
Dates: Sept. 11-14
Nov. 13-16
Time: 8:00 a.m. - 4:00 p.m.
Includes lunch and reference materials

For more information call 770.531.4500
INDUSTRIAL SAFETY TRAINING

Our goal is to provide all the OSHA compliance safety training needed – to be a one stop training source.

Lanier Technical College and Infinite Safety Solutions, LLC partner to provide all the OSHA compliance safety training needed by an organization. Professionals delivering these services are actively employed in the emergency services field and have over 100 years of combined experience.

We are pleased to offer Safety Plan Inspections and are able to maintain your Site Safety Plan. Any class that OSHA requires you or your organization to maintain, we can provide.

Training classes are available during both day and night hours for your scheduling convenience. Classes are not limited to this listing. Call us with your specific needs.

HAZWOPER – 24 Training hrs.
Site Worker – 40 Training hrs.
Hazmat Refresher/Drill – 8 Training hrs.
Confined Space Permit Issuer – 16 Training hrs.
Confined Space Entrant/Attendant – 16 Training hrs.
Confined Space Rescue – 16 Training hrs.
Confined Space Rescue – 24 Training hrs.
Fork Truck Training – 6 Training hrs.
Lock-Out Tag-Out – 4 Training hrs.
Customized pricing available

For more information call 770.531.6358
The Certified Customer Service Specialist (CCSS) program provides training in the skills needed by service industries in which customer service skills are vital.

The Certified Manufacturing Specialist (CMS) program provides the training needed to be a competitive skilled worker.

The Certified Warehouse and Distribution Specialist (CWDS) addresses the needs of the expanding warehouse and distribution industry in Georgia.
Credit Programs

Courses and topics are:

**Computer Skills**
- Introduction to Computers
- Windows
- Software Applications
- Credit Card Processing

**Personal Effectiveness**
- Positive Image
- Personal Wellness
- Job Interview Skills

**Service Environment**
- Intro to Service Industry
- Learning for Success
- Positive Work Ethic
- Service Overview
- Working Together

**Business Principles**
- Business Skills
- Business Writing
- Business Math
- Managing Change
- Service Excellence
- Multi-tasking

**Customer Contact Skills**
- Exceeding Expectations
- Customer Service
- Critical Thinking
- Information Sharing
- Telephone Service Skills
- Sales Skills
- The Difficult Customer

Courses and topics are:

**General Manufacturing**
- Workforce Skills
- Manufacturing Skills
- Business Principles
- General Plant Safety
- Learning for Success
- Positive Work Ethic

**Workforce Skills**
- Effective Communication
- Working Together
- Managing Change
- Self Management
- Positive Image
- Interview Skills

**Production**
- World Class Manufacturing
- Statistical Process Control
- Problem Solving

**Automation Skills**
- Mechanical Fundamentals
- Hand Tools & Power Tools
- Fasteners, Bearings, Seals
- Electrical Fundamentals
- Industrial Controls
- Computers & Automation

**Representative Skills**
- Ratios, and Proportions
- Calculators
- Metric Systems
- Blueprint Reading
- Steel Rule
- Micrometers
- Powered Industrial Trucks

Courses and topics are:

**The Warehouse Environment**
- Warehouse/Distribution
- General Plant Safety
- Learning for Success
- Positive Work Ethic
- Managing Change

**Warehousing Practices**
- Listening Skills
- Working Together
- Personal Wellness
- Problem Solving
- Positive Image
- Managing Change

**Core Warehousing Skills**
- Fundamental Electricity
- Powered Industrial Trucks
- Processing
- Hazardous Materials
- Palletizing
- Waste Recovery
- Containment

**Warehouse and Distribution Processes**
- Mission and Goals
- Getting the Work Done
- Key Job Functions
- Productivity Measures
- Tools for Excellence

**Technology Skills**
- Data Applications
- Scanners and Data Entry
- Handling Systems
- Computer Automation
- Inventory Management
- Warehouse Simulation
Lanier Technical College’s Economic Development Department has one goal in mind – providing the best possible training for our business partners.

Now, thanks to a grant from the Governor’s Office of Workforce Development, our Center of Innovation for Manufacturing Excellence (CIME) offers a new program that cuts the cost of CIME customized advanced manufacturing training in half.

Through this program, our business partners can qualify for matching funds to cover 50% of the cost of training incumbent workers in advanced manufacturing skills including:

- Robotics
- Robotic welding
- PLC maintenance and troubleshooting
- Troubleshooting and maintenance of automated equipment and systems
- Root cause analysis
- Lean manufacturing

To find out more about this new program, contact the Center of Innovation for Manufacturing Excellence at 770.531.6350.

At Lanier Technical College, we are confident in the quality of our training. We want you to be completely satisfied. If you are not satisfied at the completion of training, we will offer you the option of retraining or not charge you.

Russell Vandiver, Vice President Economic Development
Economic Development Programs Registration Form

How To Register: Complete this form and either Mail: Lanier Technical College, Attn: Economic Development, 2990 Landrum Education Drive, Oakwood, GA 30566  Fax: 770-531-6355  Email: patti@laniertech.edu

Name
Address
City
State
Zip
County
Home Phone
Business Phone
Fax
Billing Name
Employer Contact
Email
Billing Address
City
State
Zip
Federal ID #

Date of Birth | Age | Sex | Race | Social Sec. #

Minimum Class Size Policy: We always strive to conduct all scheduled workshops. However, there may be times when registration numbers will require us to reschedule. We apologize for any inconvenience this may cause.

Course Name | Date | Location | Fee

Cancellation Policy
You may cancel your reservation and reschedule up to one day prior to the workshop without penalty. Due to the limited notice, all cancellations less than one day in advance will not be refunded. To cancel a workshop for any campus you must:
Fax: 770-531-6355,
Email: patti@laniertech.edu.
Phone: 770-531-4500 by 9AM the day before the workshop is to be conducted. There will be no exceptions.

Method of payment: Check [ ] Cash [ ] Invoice [ ] (letter of request or purchase order required)
Charge My: Visa [ ] Master Card [ ] Card # ________________________________ Exp. Date: __________ Sec. Code: __________
Card holder (Please Print) ____________________________________________ Date: __________
Authorized By: ____________________________________________ Date: __________
(for invoice request and credit card payments)
Workforce

LANIER TECHNICAL COLLEGE
ECONOMIC DEVELOPMENT PROGRAMS

We Deliver Results
Economic Development Programs

Lanier Technical College
2990 Landrum Education Drive
Oakwood, GA 30566
www.laniertech.edu