



WorkKeys® / National Career Readiness Certificate (NCRC) Employer Experience

Background

- Employer: Iso-Trude, Inc.
- Number of employees: 60
- Location: 1705 Eaton Drive, Grand Haven, MI 49417
- Contact: Craig Janusz, President, 616-844-2888, cjanusz@isotrude.com
- Detail about business:

Iso-Trude is an OEM manufacturer of custom extruded plastic profile components for a wide variety of industries including automotive, medical and furniture.

The Need

Iso-Trude's commitment to continuous improvement led them to consider WorkKeys/NCRC as a viable addition to their human resources program. They realized they would need employees who could creatively think, problem solve and implement solutions in order to succeed in this competitive environment. WorkKeys/NCRC was seen as a tool for them to assess the required skills of key positions and then objectively review their current skills inventory and plan for improvements year after year. They also realized that the standards created through the job profiling process would help them objectively review job applicants and be sure that new hires had the foundational skills to get the job done.

The Action

Iso-Trude began implementing WorkKeys/NCRC by profiling three basic layers of their workforce -- technicians, cell leaders and operators. These three positions needed to work together and historically skill set deficiencies translated into one area blaming the other for any problems. The job profiling process identified that a Silver certificate was the appropriate requirement to insure that an employee's skill level matched the job requirements. Twenty employees were assessed with the following results: 17% earned no certificate, 25% earned Bronze, 50% Silver and 8% Gold.

The Results

The test scores provided objective data which revealed that there were opportunities for skill development in all three areas. Employees were encouraged to pursue training, using M-TEC and KeyTrain as resources with the goal of having 100% of their workforce earn a Silver NCRC or better. The Silver NCRC was also established as the preferred credential for new applicants. Currently the shortage of applicants who have completed the testing and the cumbersome administrative process to get candidates tested has not



allowed Iso-Trude to adhere to this standard in all cases. However, they do feel that WorkKeys/NCRC has provided them with information which facilitates their hiring decisions and will in time have a positive impact on the skill level of their workforce.

Iso-Trude's plan is to continue to utilize WorkKeys/NCRC in their recruiting process and as they organize and implement career development plans for incumbent employees. They believe in WorkKeys/NCRC and feel that it will be an important tool on their quest for continuous improvement.