

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

### Background

- Employer: Rapid-Line, Inc.
- Number of employees: 92
- Location: 1475 Gezon Parkway SW, Wyoming, MI 49509
- Contact: Mark Lindquist, President, 616-530-0061,  
mlindquist@rapid-line.com
  
- Detail about business:

Rapid-Line is a metal fabricator and tooling company serving the office furniture and automotive industries.

### The Need

Mark Lindquist, President of Rapid-Line knew that to maximize the limited funds he had available for training, he had to put the right people in the classroom. WorkKeys/NCRC was seen as a tool for objectively assessing the foundational skills of Rapid-Line's incumbent workforce. The information gained would be used to help determine which employees were best prepared to benefit from additional training. Historically, management did not have objective data to use in determining how to allocate training dollars across its employee base and often did not get the desired results.

### The Action

Rapid Line assessed its entire incumbent workforce. Results were used to pre-qualify employees for lean manufacturing training provided through a training grant. Top performers were selected to participate in the classes.

### The Results

While it's too early to gauge the financial impact on the company, management believes using the assessment to pre-qualify employees for lean manufacturing training helped to get the right people into class. Rapid-Line also can quantify that these individuals have the foundational skills that will best position them to help train future classes. Integrating WorkKeys/NCRC into Rapid-Line's workforce development program is a strategy that they intend to continue. At this time, Rapid Line does not have plans to do job profiling or leverage WorkKeys/NCRC beyond its use in their training selection process.

## Quotes From Prior Press Release

*Michigan Business Review*, September 2007

"We have high hopes for it (WorkKeys) going forward. It's a new way and a good way for training selection," said Lindquist, the president of Rapid-Line Inc.

"We used to pick who we thought were the best people and just put them through training and hope it stuck. This year we did it differently because we have limited funding money and we want to get the best bang for the buck," he said.