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### Memo

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Date: August 8, 2023

To: Economic Development Committee

From: Marlon A. Morris, Business Services Representative, DuPage Workforce  
Development Division

RE: Incumbent Worker Training Application – Pioneer Service, Inc. (Project # 5261)

Pioneer Service, Inc. is a privately held company, doing business since 1990. Pioneer is a precision machine shop that takes pride in providing to its customers a competitive edge within their markets, by continually providing the highest quality parts, with reliable, on-time delivery. By way of their valued relationships with their partners, Pioneer Service has been able to retain its employees, while continuing to instill in them the skills and values necessary to the attainment of excellence.

Pioneer Service machines parts that are more complex than those called for, previously. Their new production efforts require a different method related to measuring product, thereby ensuring that the product is made to print, and in full compliance with quality metrics – a method requiring skillsets not yet embodied by most of their employees. They have also added new machinery, and brought on new staff, who bring with them minimal exposure to the newly-acquired devices. The training proposed will greatly increase proficiencies in the operation of the machines, allowing for further growth of the business.

Pioneer Service believes in a direct correlation between employee training, and business growth. The training proposed will provide to employees the requisite skills related to their processes in production, quality and CQI – skills necessary in positioning the company to compete on higher levels of competence in today's new technical markets. Geometric Dimensioning and Tolerancing (GD&T) training will create valuable opportunities for staff to upskill, rendering the business stronger, in an increasingly-competitive landscape. Pioneer estimates a 5-10% increase in sales volume, as a direct result of this training. Further, they find that better-trained employees translates to not only better job performance, but also to enhanced job satisfaction, and ultimately, to higher levels of employee retention. Pioneer Service expects the training to play a central role in delivering a 10-20% savings on costs related to employee attrition.

Notes:

- \* Pioneer Service, Inc. — 45 Employees
- \* Located in Addison, Illinois
- \* Number of Incumbent Workers to be Trained: 30
- \* Total Amount Approved: \$20,500.00