



Shoreline Community College

16101 Greenwood Avenue North
Shoreline, WA 98133



Toyota • Scion • Lexus
TECHNICIAN DEVELOPMENT

**SHORELINE COMMUNITY COLLEGE
TOYOTA T-TEN PROGRAM ADVISORY COMMITTEE MEETING**

PROGRAM: Toyota T-TEN DATE: May 10, 2016
PLACE: WSADA in Renton, WA TIME: 1:00 P.M.

Present:

- Randy Jager, Foothills Toyota, Advisory Committee Chair**
- Michael O'Brien, O'Brien Auto Group**
- Ricky Saly, Heartland Toyota**
- Steve, Heartland Toyota**
- Erik, Toyota of Puyallup**
- Kevin Nelson, Magic Toyota**
- Brian Coward, Michael's Toyota of Bellevue**
- Jason Sundet, Rodland Toyota**
- Mike Harrington, Rodland Toyota**
- Dave Schmitt, Titus-Will Toyota**
- Adam Fogg, Toyota Portland Region**
- Brittany Hampton, Toyota Portland Region**
- Kevin Booth, Toyota Motor Sales, Inc.**
- Scott Morris, Toyota Portland Region**
- Paul Lee, Toyota of Renton**
- Chad Dobbs, Toyota of Seattle**
- Edwin, Toyota of Seattle**
- John Kinsley, Wilson Motors**

Shoreline Community College:

- Bob Francis, Vice President of Academic Affairs**
- Michael Boehm, Director of Dealer Services and Manufacturer Relations**
- Jeff Cromwell, T-TEN Instructor/Coordinator**
- Kevin Roner, T-TEN Instructor/Coordinator**

Agenda

- Opening and Introductions
- Approval of Minutes
- Cohort Updates
- T-TEN Internship Process
- Updates from Toyota
- Adjournment

Opening and Introductions

- Randy Jager, Chairperson, called the meeting to order and turned it over to the Toyota instructors, Kevin Roner and Jeff Cromwell

Minutes

- Minutes from December 11, 2015 were approved as written

Cohort Updates

- Sophomore Class (2016 Cohort)
 - 10 Students from 7 different dealerships
 - On track to graduate in June, 2015
 - These 10 students have accumulated 44 ASE Certifications in total
- Freshmen Class (2017 Cohort)
 - 12 Students from 8 different dealerships
 - On track to graduate in August, 2017
 - These 12 Students have accumulated 8 ASE Certifications in total
- Incoming Class (2018 Cohort)
 - 13 Students from 9 different dealerships
 - Recruited: 8
 - Dealership-supplied: 3
 - Walk-In: 2
 - Space is available for one more student and we're actively looking for that person

T-TEN Internship Process

- Goals
 - Provide the students with "real world" hands on experience
 - Reinforces the in class training and to produce a tech that possesses career ready skills in diagnosis and repair
 - T-PORT work journal evaluations
 - Qualify and quantify the students' work experiences
- Keys to Success
 - Students work directly under the supervision of a Mentor Technician
 - Mentor is responsible for the Student's productivity
 - Mentor coaches the Student in all aspects of working at the dealership
 - Student tracks their production over two years to measure growth in their production capabilities

- Work Journal
 - Designed to take mere seconds to complete per repair order
 - All repair orders go into the Work Journal
 - Clock Hours and Flat Rate Hours are tracked so the Student, Mentor, Manager, and T-TEN Instructor can see production on a week-to-week and month-to-month basis.
- Student Expectations
 - Challenges
 - Meaningful work
 - Becoming part of the organization and team
 - Career path
 - Fair wages
- Technician Development is Retention
 - Interning and mentoring technicians creates loyalty
 - A career development plan provides the intern a meaningful outcome
 - Progressive pay plans linked to achievement give the intern long-term goals
 - Quarterly reviews increases job performance

Toyota Updates

- Scott Morris, Technical Service Training Manager, Toyota Portland Region
- Jeffrey Harbaugh, Customer Services and Operations Manager, Toyota Portland Region
- Kevin Booth, T-TEN/AYES Field Manager, Toyota Motor Sales, USA

Adjournment

- Meeting adjourned at 2:30 P.M.