



State of California

Employment Training Panel

CASE STUDY

Arnold Schwarzenegger, Governor

Ray Products, Inc.

Ray Products, Inc., is a small business consisting of 55 employees and located in Ontario. For over five decades, Ray Products has been a world-class leader in thermoforming heavy gauge thermoplastic materials for a variety of industries and applications.

In December 2004, ETP approved a contract for Ray Products to train 20 frontline workers, sales staff, administrative personnel, managers and supervisors. Additionally, the company owner was also able to participate in certain aspects of the training.

Ray Products focused its training in areas that would allow the company to achieve common practices and principals throughout the organization and implement companywide continuous improvement. Topics of training included team skills, effective communication, internal customer service, defining quality process improvement, problem solving and decision making. As a result, company representatives indicate that Ray Products now achieves higher production efficiencies and is able to meet its profit goals.

“The ETP program helped Ray Products implement a formal documented training program that will continue to evolve throughout each area of our business. There were employees that went through the program that had never received formal training in the modules provided. The employees that went through the training were very grateful and are proud of the skills they have obtained, skills which not only help improve their job responsibilities, but also extend to their personal lives as well.”

**Gary Bowers, Account Manager
Ray Products, Inc.**

For information regarding ETP programs, call ETP's Economic Development Unit at 916/327-5640 or e-mail edu@etp.ca.gov