

Elster

Rick Angeli
Director of Human Resources
April 21, 2010



Hires within the last 16 Months

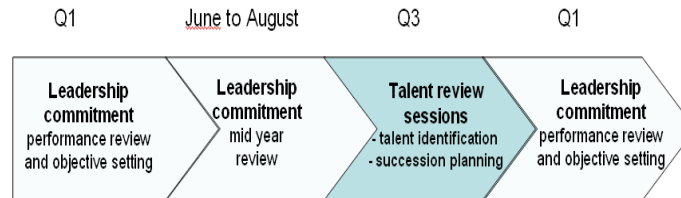


- Field Services
 - Support Analyst
 - Project Managers
 - Field Engineers
 - Training Specialist
- Engineering
 - Software Engineers
 - Firmware Engineers
 - Design Engineers
 - System Architects
 - Test Engineers
 - Product Engineers
- Sales and Marketing
 - Account Executives
 - Regional Managers
 - Sales Engineers
 - Contract Service Administrator
 - Proposal Analysts
 - Marketing Representatives
- Manufacturing & Supply Chain
 - Manufacturing Supervisor
 - Manufacturing Associates
 - Material Planner/Schedulers
 - Shipping & Receiving Manager
 - Forklift Drives/Shipping & Receiving Associates

Identifying Training Needs



- Personnel Development
 - Interview/Orientation Period/Onboarding Process (Transferable Skills)
 - Performance Monitoring/Feedback/Coaching/Development Process
 - Succession Planning and Training



© 2010 by Elster. All Rights Reserved.

3

Learning and Development – Line Leader Training



- Instructor Lead (external & internal)
 - Line Leader Training (2 hour per day over 5 days)
 - Daily production responsibilities – Production schedule, quality, productivity, reporting
 - Communication and reporting relationships
 - Coaching and counseling (When to handoff to Supervisors)
 - Intro to Lean
 - Terminology
 - Daily lean responsibilities
 - Cross training
 - Work Instructions / 5s
 - Quality Policy
 - ISO Overview
 - Audit and certification process / responsibilities
 - Computer skills assessment
 - Computer terminology / components
 - SAP (ERP - Enterprise Resource Planning)
 - Team Purpose
 - Structure/Roles
 - Develop teamwork and team support
 - Manage change & encourage innovation
 - Build mutually productive, collaborative relationships

© 2010 by Elster. All Rights Reserved.

4

Learning and Development – Succession Planning/Training



- Succession Training/Planning (One class every other month, for 18 months)
 - Practical Management Series
 - Time Management
 - Delegating Effectively
 - Conflict Resolutions
 - Counseling
 - Decision Making
 - Employee Motivation
 - Fundamentals of Management Series
 - Leadership
 - Effective Communication
 - Coaching
 - Enhancing Credibility
 - High Tech Series
 - Leadership Principles
 - Employment Law
 - Emotional Intelligence
 - Conflict Resolution
 - Decision Making
 - Meeting Facilitation
 - Strategic Thinking
 - Change Management

© 2010 by Elster. All Rights Reserved.

5

eLearning and Classroom



- ELearning & Classroom
 - In-house Programs
 - Metering 101
 - EnergyAxis (Meters)
 - EnergyAxis (System)
 - SAP (ERP - Enterprise Resource Planning)
 - [Basic Navigation](#)
 - [Reporting](#)
 - [Inventory Management](#)
 - [Shipping and Transportation](#)
 - [Accounts Payable](#)
 - [Accounts Receivable](#)
 - [Line Managers](#)
 - [Production Planning](#)
 - [Production Coordinator](#)
 - Energy Access (class)
 - Customers and Employees

© 2010 by Elster. All Rights Reserved.

6

eLearning and Classroom



- ELearning & Classroom
 - External Vendor (Safety, HR and Skill Development)
 - **Environmental Health & Safety:** Accident Investigation and Reporting, Back Safety, Bloodborne Pathogens
 - **Professional Development:** Leadership, Team Dynamics, Communication Skills & Project Management, Problem Solving and Process Management Tools
 - **HR Compliance:** Americans With Disabilities Act, The Sarbanes-Oxley Act, Harassment and Workplace Violence
- Apprenticeship Programs (8000 Hours for Program Completion)
 - Tool and Die
 - Maintenance Mechanic
 - Setup Operator

Learning and Development



- Manufacturing (external)
 - Hazmat/DOT
 - Lockout / Tagout
- Manufacturing (internal)
 - New / existing associate OJT using documented work instructions
 - Associate re-training due to revised work instructions
 - Quality policy
 - Gage calibration and revision notice
 - 5'S, Lean manufacturing principles
 - Understanding of Scrap, Production targets, and On Time Delivery

Thank you



© 2010 by Elster. All Rights Reserved.

9