

LEEP PROGRAM

Learning Education and Experience Partnership (LEEP)

To Be the Best Industrial Distributor in the World as Measured by Our
Associates, Customers, Owners and Suppliers.

MSC PROGRAM SYLLABUS

Learning Education and Experience Partnership (LEEP)

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Program Overview

"MSC Industrial Supply Co. is a leading North American distributor of metalworking and maintenance, repair, and operations (MRO) products and services. We help our customers drive greater productivity, profitability and growth with more than 1.6 million products, inventory management and other supply

chain solutions, and deep expertise from over 75 years of working with customers across industries. Our experienced team of over 6,500 associates is dedicated to working side by side with our customers to help drive results for their businesses - from keeping operations running efficiently today to continuously rethinking, retooling, and optimizing for a more productive tomorrow."

Participants who are selected to participate in the MSC LEEP Program will be hired as part time associates and will work in several departments of the Customer Fulfillment Center. The student will be assigned to several areas within the Customer Fulfillment Center in order to understand the intricacy of our business and the level of Customer Service that makes us a leader in our industry. The program is a 12-month program, students are required to work a minimum of 20 hours per week. During the first 3 months the participant will have an opportunity to gain an understanding of our Inbound and IC/QA processes. After the participant has an understanding of how the freight is received and processed, they will rotate to the Outbound side of the business where they will learn what drives productivity and cost savings by leveraging technology, supply chain expertise and the efficient shipping of our products which keeps our customer's operations running smoothly. The participant will also have an opportunity to experience the Customer Care Center where they will gain an understanding of how the representatives receive and schedule customer orders, mitigate customer concerns and assist the customer in selecting products that will streamline their businesses.

After the successful completion of the program and completion of their college graduation, participants will obtain the opportunity to:

- Apply to participate in our Leadership Development Program (LDP).
- Apply for a position in the Customer Care Department
- Apply for a full-time position at MSC
- Graduate the program

Objective

The objective of this program is to provide Clayton State University participants with an opportunity to gain hands on experience in General Business Management, Supply Chain Management, Sales and Customer Service as a paid Part-Time member of the MSC team, while earning a degree.

Benefits

- The opportunity to pursue full-time employment with an Industry Leader.
- Complimenting/Supporting the educational experience with relative professional work experience.
- Flexible work schedule that adheres to class schedules, semester breaks and finals.
- Building professional relationships and networking opportunities.
- Earn income while earning your degree
- Associate Recognition Programs
- Paid Time Away
- Paid Holidays

Program Requirements

- Must be a Sophomore at minimum enrolled at Clayton State University's College of Business earning a degree towards General Business Administration, Management or Supply Chain Management.
- Adhere to the MSC employment application and interview process.

- Willing to submit to a background check and pre-employment drug screening.
- Ability to lift up to 75 lbs.
- Commit to working a minimum of 20 hours per week during the school year and summer.
- Follow all academic policies, requirements and regulations set forth by Clayton State University
- Students who participate in the LEEP program are not eligible for sign on bonuses.

*If the participant is unable to meet or fulfill the requirements listed above, the participant and/or MSC must notify Clayton State University of their intent. *

Evaluation

- An associate's performance will encompass all primary performance related areas: Attendance, Conduct, Safety, Accuracy & Productivity
- Supervisors must facilitate a weekly touch base with every associate in their reporting line to review the previous week's safety, and productivity performance. In addition, supervisors will report or post associate productivity performance on a daily and cumulative weekly basis.

Internship Credits

Internship credits will be available through Clayton State University. The requirements for earning credits will vary depending on the students major. Please contact your CSU advisor for information on how you can obtain credits through the MSC LEEP Program.

MSC's LEEP Program

Is an internal training resource to all Clayton State University participants. Throughout the program, participants will be exposed to both formal and informal training. Their understanding of MSC's operations and opportunities within the company will be actively developed.

Our Mission

To provide effective and efficient training and knowledge that will motivate and engage our participants while enhancing their skill set.

Warehouse 90 Day Training Plan/Road Map

Week 1 (Productivity Not Measured)		
Training Completed:	Sign & Date	
Day 1 Start Day _____ <input type="checkbox"/> New Hire Orientation (classroom) Day 2 <input type="checkbox"/> New Hire Orientation (classroom 1/2 day) <input type="checkbox"/> Review 90 Day Training Roadmap <input type="checkbox"/> Review Variance Process <input type="checkbox"/> New Hire shadows SME/WTC/CFC Learning Specialist 2 Hours <input type="checkbox"/> SME/WTC/CFC Learning Specialist shadows New Hire for 2 Hours (if time allows) Day 3 <input type="checkbox"/> Review New Associate Welcome Checklist <input type="checkbox"/> SME/WTC/CFC Learning Specialist shadows New Hire for 2 Hours (or if associate needs some additional time) <input type="checkbox"/> Semi-Independent with SME/WTC/CFC Learning Specialist	Day 4 <input type="checkbox"/> Review New Associate Welcome Checklist <input type="checkbox"/> Semi-Independent with SME/WTC/CFC Learning Specialist <input type="checkbox"/> Review Variance Process Day 5 <input type="checkbox"/> Semi-Independent with SME/WTC/CFC Learning Specialist <input type="checkbox"/> Review New Associate Welcome Checklist <input type="checkbox"/> Safety Touch Point - Incident & Injury Reporting	_____ (Supervisor Name Print) _____ (Supervisor Name Sign) ____/____/____ (Date) _____ (Associate Name Print) _____ (Associate Name Sign) ____/____/____ (Date)
Culture: Initiative <ul style="list-style-type: none"> Self-starter Needs minimal direction in doing job Displays a sense of urgency in completing tasks Exerts extra effort to finish tasks 	Feedback, Suggestions & Safety Opportunities: _____ _____ _____ _____ _____	

Week 2		
Training Completed:	Sign & Date	Performance Expectations:
Monday <input type="checkbox"/> Unit of Measure training (classroom) <input type="checkbox"/> Review Variance Process <input type="checkbox"/> Development/performance opportunities from previous week <input type="checkbox"/> Quality Review <input type="checkbox"/> Review Performance Expectations with Supervisor <input type="checkbox"/> Semi-Independent with SME/WTC/CFC Learning Specialist <input type="checkbox"/> Review Sign Off of Week 1 Training Roadmap with Supervisor Tuesday <input type="checkbox"/> Quality Review <input type="checkbox"/> Review Baseline/RE with Supervisor Wednesday <input type="checkbox"/> Quality Review Thursday <input type="checkbox"/> Quality Review Friday <input type="checkbox"/> Quality Review <input type="checkbox"/> Review Area SOPs <input type="checkbox"/> Safety Touch Point - Powered Industrial Truck & Pedestrian Safety <input type="checkbox"/> Performance Management Guidelines	_____ (Supervisor Name Print) _____ (Supervisor Name Sign) ____/____/____ (Date) _____ (Associate Name Print) _____ (Associate Name Sign) ____/____/____ (Date)	Quality for Week 2: EPK _____ Errors _____ Expectation: Not measured until week 3 UPC Scan Rate (if applicable) _____ List development/performance opportunities: _____ _____ _____ _____ Productivity for Week 2: Baseline _____ RE _____ Expectation: _____ Expectation Met? (Yes or No) _____ List development/performance opportunities: _____ _____ _____ _____
Culture: Flexibility <ul style="list-style-type: none"> Easily adapts to change Readily accepts changes to work assignments Responds quickly & positively to changes in customer needs Seeks innovative & creative ways to improve MSC 	Feedback, Suggestions & Safety Opportunities: _____ _____ _____ _____ _____	

Week 3		
Training Completed:	Sign & Date	Performance Goals:
Monday <input type="checkbox"/> Training Acknowledgement - SOP <input type="checkbox"/> Quality Review <input type="checkbox"/> Follow-Up with Supervisor/Manager <input type="checkbox"/> Review Sign Off of Week 2 Training Roadmap with Supervisor Tuesday <input type="checkbox"/> Development/Performance Opportunities from previous week <input type="checkbox"/> Quality Review <input type="checkbox"/> Review Baseline/RE with Supervisor Wednesday <input type="checkbox"/> Quality Review Thursday <input type="checkbox"/> Quality Review Friday <input type="checkbox"/> Quality Review <input type="checkbox"/> Perform Standard Operating Procedures <input type="checkbox"/> Safety Touch Point - Lifting Safety	_____ (Supervisor Name Print) _____ (Supervisor Name Sign) ____/____/____ (Date) _____ (Associate Name Print) _____ (Associate Name Sign) ____/____/____ (Date)	Quality for Week 3: EPK _____ Errors _____ Expectation: Not measured until week 3 UPC Scan Rate (if applicable) _____ List development/performance opportunities: _____ _____ _____ _____ Productivity for Week 3: Baseline _____ RE _____ Expectation: _____ Expectation Met? (Yes or No) _____ List development/performance opportunities: _____ _____ _____ _____
Culture: Teamwork <ul style="list-style-type: none"> Respects varied backgrounds, experiences & differences in others Develops & maintains cooperative relationships with others Makes constructive contributions / suggestions to improve the team Promotes a creative & positive work environment 	Feedback, Suggestions & Safety Opportunities: _____ _____ _____ _____ _____	

Week 4		
Training Completed:	Sign & Date	Performance Expectations:
Monday <input type="checkbox"/> Review Sign Off of Week 3 Training Roadmap with Supervisor Tuesday <input type="checkbox"/> Development/performance opportunities from previous week <input type="checkbox"/> Review Baseline/RE with Supervisor <input type="checkbox"/> Quality Review Wednesday <input type="checkbox"/> Quality Review Thursday <input type="checkbox"/> Quality Review Friday <input type="checkbox"/> Initial Follow-Up Observation <input type="checkbox"/> Safety Touch Point - Cutting Safety	_____ (Supervisor Name Print) _____ (Supervisor Name Sign) ____/____/____ (Date) _____ (Associate Name Print) _____ (Associate Name Sign) ____/____/____ (Date)	Quality for Week 4: EPK _____ Errors _____ Expectation: _____ UPC Scan Rate _____ Expectation Met? (Yes or No) _____ List development/performance opportunities: _____ _____ _____ _____ Productivity for Week 4: Baseline _____ RE _____ Expectation: _____ Expectation Met? (Yes or No) _____ List development/performance opportunities: _____ _____ _____ _____
Culture: Communication <ul style="list-style-type: none"> Expresses self clearly, verbally & written Provides & accepts constructive feedback Communicates honestly & openly Actively listens 	Feedback, Suggestions & Safety Opportunities: _____ _____ _____ _____ _____	

Expectation of Department Rotations

- Spend time in a minimum of 2 areas outside of your home department and a minimum of 1 month in each area
- Collaboration between the departments
 - Flow of the area and what other areas are impacted (How does the flow of work in & out of this area affect other areas to serve your internal customers)
 - Upstream and downstream processes & departments
- Partner with and learn from multiple leaders
 - Approaches and styles
- Staffing allocation strategy
 - Based on workload, hours and forecast trends.
- Safety Procedures
 - Review area SOPs
 - Incident investigation
 - CMS & asset essentials (Dude Solutions)
 - Departmental housekeeping expectations/areas of responsibilities
- TZA
 - Quality measurements
 - Leadership overview and training
 - View reports with supervisor to gain an understanding of Protrack
- Engineered Standards
- Baseline
 - Conditions and elements within baseline specific to each area
- Building Metrics
 - Calculating the LPH for the area & tracking performance
- Interviewing
 - Shadow hiring manager or TAP during an interview
 - SAD evaluation
- PCMs
 - Lead
 - Build agenda
- Training
 - 90 Day Roadmap
 - Performance Management Guidelines
 - Side by side, hands on training (doing the job)
- Observations
 - Perform 2 observations outside of home department
- Equipment troubleshooting
 - RF equipment lockups
 - Printer jams
 - Void fill equipment issues
- Supplies
 - Ordering, where stored & replenishment

Receiving

- Understanding of the Inbound freight schedules
- Understanding FRESH initiative
- Understanding of exception processing
- Receiving coordination
- Return processing and communications
- Inbound transfers
- Trouble shooting product
- Understanding of receiving functions
 - UPS
 - Table freight
 - Coordinating
 - Floor freight
- Dock functions/transporting
- Credits and transfers overview

Stockhandling

- Truck Put Away/Replenishment
- Mezz Put Away/Replenishment
- Understanding FRESH Initiative
- Rack consolidation
- Understanding of difference of put away functions: Flat stock, overstock, RNO and RNU.
- NRD/Replenishment put away

Picking

- Pull Times/Cutoffs
- Induction/Command Center Operation
- MEZ balancing/staffing
- Fortna screens, how to read, what to look for, how to navigate, finding & fixing jams, conveyor resets
- All indirect labor and how it supports the needs and success of the team
 - CTL
 - Return to BIN OIVP process
 - Picking sets
 - Supplies and tools – Ensuring workspace is stocked to meet needs of team

Pick/Pack/LTL

- Pull Times/Cutoffs
- Manifesting and scan to pallet
- Truck scheduling (collects)
- Shuttling/Transporting
- Flatstock/Raw Materials

Packing

- Pull Times/Cutoffs
- Fortna & Lane Assignments Configuration
- Put to Light and Consolidation
- Trouble shooter/dock associate learn & practice OIVP, overages, wrong items, RTS, shortages
- Fortna screens
 - How to read
 - what to look for
 - how to navigate
 - finding & fixing jams
 - conveyor resets
- Water Spider responsibilities
- Power Ship
- Chutes process
- Transfers Process
- Hazmat/DOT Processes

Policies & Procedures Overview

- policies related to transitioning from peer to leader
 - Non-fraternization policy
 - Confidentiality
 - Code of Conduct
 - Being held to a higher standard