



9-28-2017

The Honorable Rick Snyder
Governor
P.O. Box 30013
Lansing, MI 48909

Dear Governor Snyder,

On behalf of West Michigan International, I would like to express our appreciation for the workforce development services provided by West Michigan Works! We are the International Truck group in West Michigan with locations in Grand Rapids (Wyoming), Kalamazoo and Muskegon that sells new International Trucks, used all makes trucks, have 40+ service bays to service all makes trucks, sell new and used parts and lease and rent over 100 vehicles. We are a medium sized employer that struggles as most do to hire skilled trade staff and provide training for skilled trade employees required for us to do business.

We connected with West Michigan Works! because we needed assistance with hiring and training skilled trade employees for our business. We were able to train 4 of our service technicians as we are required on new emissions engines to do. This has been a difficult area for us as emissions requirements for trucks has been changing rapidly and in turn makes it difficult for our skilled trades staff to get the training they need to support this effort effectively. We were also able to take advantage of the new hire on-site training of 9 new employees and fast track them receiving on-site training needed to be successful.

My company has benefited by working with West Michigan Works! Because we were able to train current staff on new emissions requirement products and hire 9 new employees and fast track them with on-site training. What I find most valuable about partnering with West Michigan Works! is there willingness to work with us. They do a great job of keeping us up to date on what we need to do and aren't overbearing when it comes to getting it done understanding the constraints that we work within.

Sincerely,

Bill Smiewec

Training and Business Development Manager, Director of Warranty, Service Manager
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