

## TIMES MICROWAVE SYSTEMS BUILDS TEAM MEMBER SKILLS WITH CUSTOM-FIT ESL CLASSES

**ABOUT TIMES MICROWAVE SYSTEMS.** Times Microwave Systems (TMS) in Mesa, Arizona, designs and manufactures high-performance coaxial cables, connectors, and cable assemblies used in defense, aviation, space, and telecommunications. The company is known for its high-performance products that are used in demanding industrial radio frequency and microwave applications.

The TMS Mesa operations experienced rapid growth over the past three years, increasing from 30 to almost 120 employees and moving into its new 62,000 square foot manufacturing facility in 2019. Mesa is an important location for the company with several of its key customers located in the Phoenix area. Company headquarters are in Connecticut with operations in Florida, Mexico, and China.

**THE CHALLENGE.** TMS employs a diverse workforce including many team members from Asia for whom English is a second language (ESL). Management recognized the need to improve and strengthen team members' English skills to allow them to better participate in team communications and training. TMS leadership is always looking to develop and promote team members, so they wanted to provide an ESL opportunity for professional development.

**MEP CENTER'S ROLE.** Arizona MEP, part of the MEP National Network™, built a relationship with TMS before its new plant opened and understood that team member training and English as a second language were at the top of management's priorities. With the newly expanded facility, TMS now had the space for training.

Arizona MEP and TMS worked together to customize beginner and advanced ESL classes at the TMS facility for 22 students. The classes met two times per week for eight weeks starting in January 2020. Each class was one and one-half hours long at the end of the workday. The program had positive effects that management could see on the production floor. One of the most important outcomes was the employees' gratitude to TMS for providing the opportunity and encouraging them to succeed.

"Before ESL classes were planned, Arizona MEP and Arizona Commerce Authority were instrumental in working with TMS to invite local officials and business leaders who helped put a spotlight on the ribbon-cutting event for the new facility. When TMS was ready for training, Arizona MEP responded by providing top-notch corporate training that was specific for their client's needs. Arizona MEP continued to stay involved throughout the project including attending the graduation event to congratulate the team members. Arizona MEP is looking forward to a continued partnership with TMS to meet its ongoing training needs."

-Shelly Van Dyke, HR Manager

## RESULTS



Productivity accelerated due to the employees ability to understand and speak English better.



Improved culture due to the training



Employees felt more comfortable in their jobs which encouraged them not seek employment elsewhere.

## CONTACT US



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