

Case Study

# Refresco Gets Sparkling Results

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— Sandy Holmes, Corporate Training Manager, Refresco

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Before Intertek Alchemy, everything was tracked on paper. And verifying comprehension was a challenge.

— Mike Guziec, Corporate Safety Manager, Refresco



## Challenge

- Inconsistent communication across locations
- Audit compliance
- Employee engagement

## Solution

- Integrated training program with consistent messaging
- Automated validation, record keeping, & reporting
- Interactive, group-based training platform

## Result

- **Company-wide alignment** with corporate objectives
- **Audit-ready** 24/7
- **Reduction** in employee turnover

## About Refresco



Refresco is the world's largest independent bottler of beverages, producing an almost unlimited variety of soft

drinks, juices, and other popular drinks for retailers and branded beverage companies. Refresco utilizes Intertek Alchemy in 30 manufacturing facilities in the U.S. and Canada.

## The Challenge

As a global leader in the beverage industry, Refresco is committed to upholding high standards of operational excellence and continually evaluates processes to identify areas for improvement. The company recognized effective communication with its frontline workforce was key to meeting corporate initiatives, regulatory requirements, and employee needs.

Refresco's soft drink and juice divisions had unique infrastructures and independent business systems that made corporate-wide communications disjointed. The lack of a systematic approach raised the risk of safety incidents and inconsistent product quality.

Additionally, Refresco needed to fulfill requirements for achieving SQF certification, a benchmark for meeting GFSI standards. "It was important to be aligned so that training could be consistent and verifiable through a common set of standards," says Sandy Holmes, Corporate Training Manager.

Holmes also knew Refresco needed to get employees involved and committed to build a successful program. "We wanted learning to be fun and interactive."

Corporate Safety Manager, Mike Guziec, saw the disconnect. "The training didn't get updated on a regular basis. There'd be several years in a row our associates would see the same materials and we'd lose their attention."

## The Solution

To meet these challenges, Refresco partnered with Intertek Alchemy. Over a million workers in 7,500 facilities use Intertek Alchemy's training, coaching, and reinforcement solutions to **reduce workplace injuries, safeguard food, and improve operations.**

Refresco implemented Intertek Alchemy programs to build both the knowledge and confidence employees need to consistently work at expert proficiency.



A new approach to classroom training incorporated interactive remotes, and gamification to engage employees and test comprehension. The courseware is professionally designed and exclusively focused on the food industry frontline worker. All responses are recorded and securely stored electronically for 24/7 audit-readiness.

**“When the plants learned how much time it saved and how easy it was to learn, it sold itself,”** said Holmes.

Refresco then quickly leveraged Intertek Alchemy’s platform for improving audit compliance. Training verification, validation, record keeping, and reporting were areas that needed the most help. “In the past we used PowerPoint and everything was tracked on paper. It was a very manual process and verifying comprehension was a challenge,” says Guziec.



Intertek Alchemy’s patented technology contains dynamic testing tools that ensure comprehension while providing automatic documentation of the results. Trainee results and responses are securely stored for easy, **on-demand reporting and analysis.**

## The Result

Intertek Alchemy has positively changed the entire training, coaching, and communication process for Refresco. “All plants are now getting the same message,” Holmes says.

The implementation was so successful, Refresco adopted Intertek Alchemy’s ongoing communications program as a corporate best practice.

Holmes reports, “When people leave onboarding and enter the production floor, **their knowledge is significantly higher than before we had Alchemy.**”

From a compliance perspective, Intertek Alchemy has helped Refresco achieve SQF Quality certification. In addition, they have surpassed their own customers’ expectations. “During a rigorous sourcing audit conducted by one of our customers, the auditors were pleased with the content and the classes, and were very complimentary of the compliance material,” says Lori Laubach, Human Resources Manager. **“We got very high marks and it’s the toughest ethical sourcing audit I’ve ever been through.”**

Refresco continues to evolve their processes and tailor their approach to corporate communications with Intertek Alchemy. As a result, **worker engagement has improved** and the company has seen a significant **reduction in employee turnover.**

Laubach says, “I have nothing but good things to say about Intertek Alchemy, the products, and the support — they’re marvelous.”

### For More Information

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