

Case Study

Customized Frontline Training & Leadership Program

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Our customized training has helped us truly develop our employees and promote them into skilled positions.

— Mike Decker, Assistant Plant Manager,
TruFoodMfg

Reduced Injuries & Increased Savings

80%

Reduction
in worker
injuries

\$100K

Annual
cost
savings



Challenge

- Leadership & skill development
- Centralized training program

Solution

- Interactive classroom training
- Automated record-keeping
- Customizable learning plans
- One-on-one coaching

Result

- **Reduced turnover**
- **80% reduction** in worker injuries
- **\$100,000** annual cost savings
- Increased product **quality & yield**

About TruFoodMfg



TruFoodMfg is an industry leading contract manufacturer of snack foods. The company specializes

in private label chocolates as well as health and nutrition bars. TruFood employs over 600 full-time workers across multiple sites.

The Challenge

In order to continually improve operations, TruFood nurtures their workforce through strong leadership development programs. "Frontline employees and supervisors are critical to the business. **The people on the floor make or break TruFood's operations, day in and day out,**" says Dan Stephenson, director of human resources.

As TruFood expanded, consistency with employee training and leadership development for specialized positions became a challenge.

"The main goal is to provide a safety conscious environment, where TruFood can empower workers," says Tom O'Brien, general manager. "In order to empower them, it is important to train them in safety procedures and food

quality practices. It's also key for a supervisor to have a way to play up their strengths."

TruFood was committed to creating progression paths to aid in employee retention. "Asking people to train just for the sake of training doesn't always work out so well. We wanted to give our people opportunities to grow with the company and develop professionally," says Stephenson.

The Solution

TruFood turned to Intertek Alchemy to help structure their employee training and development programs. Over a million workers in 7,500 facilities use Intertek Alchemy's training solutions to **engage employees thus improving safety, quality, productivity, and retention.**

TruFood 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.

“We selected Alchemy because of the formality of the system. The use of the remotes in training is really appealing to our employees and they find it to be engaging,” says Stephenson. “In addition, the document management portion of the system is fantastic.”



Once training was standardized, TruFood wanted to build leaders. “We work to empower employees with clear progression paths,” says Stephenson. “So we created Tru University’s (TruU) structured learning plan on the Alchemy system. We use Alchemy Creator for customized job specific training and give employees the option to use kiosk learning at their convenience. Alchemy Coach enables us to use customized skills-testing to validate workers’ readiness for specialized positions,” says Stephenson.

“The customization option is really great. From managers to warehouse, to quality, and machine operators, each program can be built around those position’s specific needs. Then, we can go above and beyond by creating optional learning tracks for specialized skills certifications,” says O’Brien.

The Result

The comprehensive training has enabled frontline employees to feel connected with the safety and operational needs of the company.

“**Employee retention has gone up** since we implemented Alchemy and developed TruU. We have better, happier employees that know they can grow with the company,” says Stephenson.

The position-based leadership training has positively impacted operations. “We saw downtime reduced in some of our key areas. With operations specific training and coaching, we continue to see positive change,” says Stephenson.

TruFoods’ engaged workers have also impacted quality and yield. “We’ve also seen an overall improvement in production. Our customized machine operator training has helped us truly develop our employees and promote them into skilled positions. **This leads to better product quality and higher production numbers,**” says Mike Decker, Assistant Plant Manager.

“With the support of Alchemy’s programs, we’ve dramatically increased the quality of our safety programs. We’ve seen accidents reduced by 80%. With that, we’ve easily seen over \$100,000 a year in cost savings,” says Stephenson.

For More Information

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