

Case Study

# Brewing Frontline Safety & Productivity

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— Jason Roach, Training Coordinator,  
Keurig Dr Pepper

30%

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## Challenge

- Inconsistent communications
- Inefficient record keeping
- Validating behavior change

## Solution

- Integrated training platform
- Automated record keeping
- Tablet-based employee coaching tool

## Result

- **30% reduction** in safety incidents
- **Increased frontline** proficiency
- **Audit preparedness 24/7**

## About Keurig Dr Pepper



Keurig Dr Pepper is a leading producer and distributor of hot and cold beverages. The company has a portfolio of more

than 125 owned, licensed, and partner brands. Its Green Mountain unit alone, across its multiple locations, employs nearly 6,000 workers.

## The Challenge

The company's popular coffee pod system has driven consistent, phenomenal growth. In order to maintain its world-class standards, the company recognized the need to streamline and standardize training and communications across its facilities. The fast growth had resulted in inconsistent training content and delivery, and uneven proficiency among employees.

Rhonda Sparks, Keurig Dr Pepper's continuous learning manager explained, "We had trainers who each had their own way of training."

The company was using a manual, labor-intensive process for managing the high volume of employee records. As the company continued to grow, the old system made it laborious to provide real-time records that met audit requirements.

Finally, validating behavior change on the floor was challenging. "When you have over 1,000 employees in a facility and just one of those employees is non-compliant, it means your whole facility is non-compliant," says Sparks. Keurig needed a closed-loop system that enabled supervisors to quickly facilitate employee observations and corrective actions, while promoting positive reinforcement.

## The Solution

Keurig Dr Pepper turned to Intertek Alchemy for a comprehensive solution. Over a million workers in 7,500 facilities use Alchemy's training, reinforcement, and audit-readiness solutions to reduce workplace injuries, safeguard food, and improve operations.

Keurig Dr Pepper used Intertek Alchemy's group based learning platform to keep employees engaged during classroom training sessions. The platform uses hand-held remotes to test comprehension and creates an interactive learning experience. Maintenance Trainer Shawn Miller explains, "You have to pay attention. If you don't answer the question correctly it gives you the chance to review the material, and it asks you again in a different way."

Intertek Alchemy provided a full library of professionally developed courses that meet the

unique needs of frontline workers. Each course is available in multiple languages and depicts realistic industry settings.



In addition, Keurig Dr Pepper was able to create their own company-specific courses with Alchemy Creator, further aligning employees with corporate initiatives. “Alchemy really helps us to deliver a consistent message,” said Jason Roach, training coordinator at Keurig.

The automated recordkeeping makes it simple to maintain thousands of employee records. Employee data is securely stored digitally for on-demand reporting and analysis. The result is **defensible proof of employee participation and comprehension**, helping Keurig Dr Pepper easily meet audit requirements.

**“Auditors are amazed at how easy it is for us to pull a report.** I can’t even imagine how preparing for an audit was done before Alchemy,” Sparks says.

Keurig Dr Pepper also implemented a validation and coaching program. Using the Alchemy Coach mobile app, supervisors are able to observe and address GMPs, safety procedures, and other important processes with increased efficiency and effectiveness. Observations of employee compliance to job requirements are directly uploaded to an employee’s training record.

“The Alchemy Coach app really stepped up my game. I am able to take photos and discuss

observations with employees in the moment. They’re also archived, so others can see what’s going on with employees on the production floor,” explains Miller.

## The Result

Keurig Dr Pepper developed a robust program using Intertek Alchemy’s continuous learning approach and began to see positive results soon after implementation. “I don’t know how we would manage without Alchemy,” says Roach. “It combines the training aspect, the reporting aspect, and also the coaching aspect.”

Consistency in communications and quality of training has increased significantly across all operations. Employees now have a better understanding of their impact on operational efficiencies and safety procedures that influence Keurig Dr Pepper’s success. **“Alchemy gets our employees to proficiency quicker** and assures each employee is at the same level,” says Sparks.

Intertek Alchemy also helped close the loop between training and on-the-job behavior. “Everybody understands the ‘why’ behind what we do. And we saw a **30% reduction in safety incidents** after implementing the coaching program with Alchemy,” says Roach.

### For More Information

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