

Case Study

How Mars cut training time by 50% and eliminated operational delay

At a glance



50-60%
reduction in total
training time



Onboarding
cut from **2 days**
to **1 day**



2,000+ course
completions per
month across
800+ associates



Zero paper,
zero delays,
zero design costs



15+ annual
compliance audits
managed with
confidence



Challenges

MARS The **Mars** Santa Catarina plant in Nuevo León, Mexico operates in a fast-paced, high-volume environment manufacturing products for four brands: Skwinkles, Hubba Bubba, Lucas, and Orbit.

The facility runs two 12-hour shifts, supports 120+ roles across production lines, and manages training for 800+ associates. Their annual training plan totals approximately 20,000 course completions, or roughly 2,000 per month. At this scale, even small inefficiencies in training processes can quickly become major operational challenges.

Before partnering with Intertek Alchemy, the plant delivered all training face-to-face through facilitators. When a trainer was unavailable due to a scheduling conflict or personal issue, the session was lost. There was no way to recover that time, and lost training hours meant lost production capacity.

Training records were managed on paper, requiring time-intensive storage and retrieval. The plant faces more than 15 audits per year across safety, quality, food safety, and legal compliance standards, so preparing for each one meant manually hunting down evidence across disconnected systems.

“ We had the information, but it wasn't always easy to access, validate, or present when we needed it, especially during audits.

— Ricardo Sepúlveda Treviño, Training Coordinator, MARS

Mars Santa Catarina needed a more scalable, efficient approach—one that could support their operational complexity while improving visibility, consistency, and control.

Solution

To address these challenges, Mars Santa Catarina implemented Intertek Alchemy as a centralized training platform, replacing fragmented systems with a more structured and reliable approach. It enabled the team to digitize training records, streamline delivery, and improve visibility across the entire workforce.

Training shifted from facilitator-dependent sessions to a more flexible model that allowed associates to complete training during available production time, reducing disruption to operations and making better use of downtime.

Instead of losing training hours when facilitators were unavailable or schedules changed, associates could continue progressing through training independently in dedicated training spaces throughout the facility. This gave the plant a more consistent, scalable approach to workforce development across shifts.

A key component of their success was adopting a hybrid content strategy. They draw from both Alchemy's existing library and custom courses developed using the Alchemy Training System, without external designers or programmers. This approach allowed them to balance speed, quality, and cost, ensuring training remained both relevant and scalable.

“ Alchemy gives us the flexibility to use what already exists or build what we need. That's been critical for us because not everything can be one-size-fits-all.

— Ricardo Sepúlveda Treviño

Results

After implementing Alchemy, Mars Santa Catarina reduced total training time by 50 to 60% and onboarding time was cut from two days to one.

Across the rest of the program, the improvements were just as clear:

- **100% reduction in paper used for written examinations**
- **Zero delays due to facilitator cancellations or lack of punctuality**
- **Faster, easier access to training evidence during audits**
- **Improved clarity and transparency in training coverage reporting**
- **Zero external investment required for eLearning design (programming, graphic design, etc.)**

Business impact

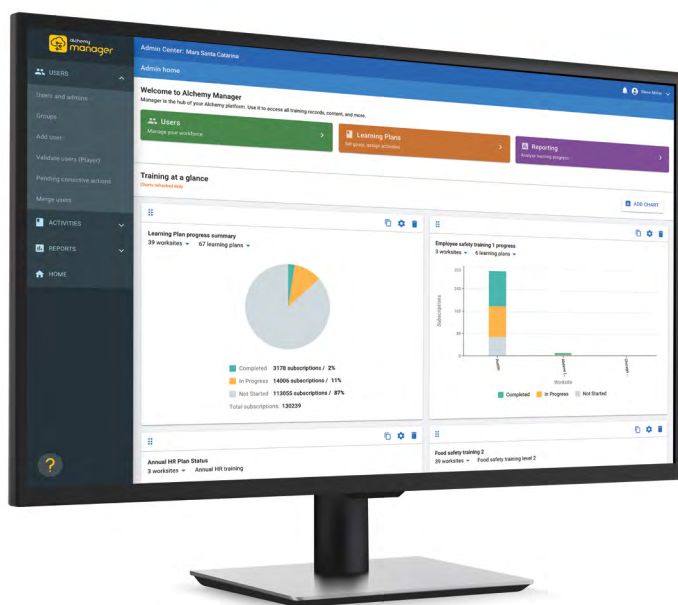
Reducing training time by 50–60% directly increased available production hours without increasing headcount.

For a plant managing 800+ associates across two 12-hour shifts, these improvements translate directly to the production floor.

By reducing facilitator dependency and allowing training to happen during available downtime, the plant was able to keep learning programs moving without sacrificing production capacity.

Fewer hours spent on training mean more time on production output, and faster onboarding means new associates contributing sooner. Teams spend less time managing records and more time focused on the work that matters.

Audit preparation is no longer a reactive scramble, but a confident, repeatable process. With 15+ audits annually across multiple certification bodies, the ability to pull up training records instantly made all the difference.



“ When the auditor saw we were using Alchemy... they said ‘Okay, everything’s fine. I don’t want to dig deeper.’ ”

— Ricardo Sepúlveda Treviño

Just as importantly, leadership now has clearer visibility into training coverage across 120+ roles—allowing them to identify gaps, ensure compliance, and maintain accountability across the organization.

The shift from manual processes to a centralized system has transformed training from a logistical challenge into a strategic advantage.

Why it matters

Mars Santa Catarina's experience highlights a common reality in manufacturing: as operations scale, traditional training methods struggle to keep up.

Paper records, spreadsheets, and facilitator-dependent delivery may work at smaller scales, but they introduce risk, inefficiency, and inconsistency in high-volume plant operations.

Intertek Alchemy helped Mars Santa Catarina overcome those challenges by providing:

- A centralized system for training delivery and documentation
- Real-time visibility into training progress and coverage
- A flexible content strategy that balances standardization and customization
- A more efficient, scalable approach to audit readiness and compliance

For manufacturers managing large frontline workforces, training cannot operate as a disconnected administrative process. It must support operational continuity, compliance, and workforce readiness at scale.

Mars Santa Catarina achieved exactly that with Intertek Alchemy.

