

Case Study

From paper forms to 99% comprehension: inside one global food service operator's training overhaul

At a glance



Global airline catering company
operating across 25+ North
American locations



Replaced paper-based training
with a centralized, audit-ready
digital system



Supported a multi-lingual
frontline workforce that existing
HR systems couldn't reach



The company

This organization is **one of the largest airline catering companies in the world, operating across more than 25 locations in the United States and Canada.** Its facilities prepare and deliver food for airline passengers across dozens of major airports, running operations around the clock with large, multilingual frontline workforces. Certifying those workers on food safety, sanitation, workplace safety, and customer-specific compliance requirements is not optional. It is a condition of doing business with every airline they serve.



The challenge

For years, the company managed its training program the way many large food service operations do: a combination of paper forms, PowerPoint presentations, and trainer-led sessions delivered on the floor. For a short time, it was enough. But at the scale they were operating, the cracks were impossible to ignore.

Employee rosters were maintained manually in spreadsheets. When someone transferred between sites, was hired, or left the company, updating those records accurately was slow and error-prone. Translating training content for a multilingual workforce meant duplicating that effort in multiple languages, one PowerPoint at a time. Training records were stored in paper files, with no centralized system to track who had completed what, or to pull a report on short notice before an audit. The company ran more than 15 compliance audits annually. Preparing for each one consumed significant time and resources.

There was also a deeper consistency problem. When training delivery depends on individual trainers, it varies. Two employees at two different sites, or even two employees trained by different supervisors at the same site, might receive materially different information. In an environment where food safety and ramp safety procedures need to be followed exactly, that inconsistency carries real risk.

Their existing HR platform did not reach frontline workers, most of whom did not have company email addresses. That gap meant the workforce most responsible for daily compliance was also the hardest to reach with training.

The solution

The company selected Intertek Alchemy to replace its manual training infrastructure. The decision was driven by a specific set of operational requirements: a platform built for frontline workers who don't have email accounts or reliable internet access, the ability to train large groups and individual employees through the same system, multilingual course delivery without manual translation work, and centralized digital records that could support audit readiness at any time across any site.

Alchemy's group-based training capability was central to the decision. Facilitators could run training sessions on a single device without

an internet connection, deliver content in dual languages simultaneously, and record completion in real time. For a workforce of this size and diversity, that removed one of the biggest logistical barriers the company had been managing manually.

The team identified 63 existing Alchemy courses that could serve as the foundation for minimum required training across their workforce. Each runs under 25 minutes. That structure, combined with Alchemy's HRIS integration, **allowed the company to replace manual roster management with automated employee tracking, reducing the administrative burden that had been distributed across HR and training staff at every site.**

Before

Scattered data

Duplicate records

Manual tracking

Slow onboarding

Visibility gaps

After



Unified system



Clean records



Automated processes



Rapid setup



Full visibility

The results

Pilot results from the company's initial sites demonstrated measurable improvements almost immediately.

Training time dropped significantly. Annual training sessions were completed an average of 4.7 hours faster per session than under the paper-based approach. For an organization running training across a workforce of this size, that reduction compounds quickly into meaningful labor savings over a year.

Comprehension improved in a way that completion metrics alone cannot capture.

At pilot sites, 66% of employees passed assessments on the first attempt.

After Alchemy's remediation loop, which requires employees who do not pass to review the relevant content before retesting, that figure reached 99%. The difference between those two numbers is the difference between employees who sat through training and employees who can demonstrate they understood it. For a food safety program, that distinction matters.

The company's quality and safety leaders set clear targets for the full rollout: at least 95% on-time completion for monthly required training topics, no more than 5% of the workforce overdue at any point, and a minimum of five training hours per employee per quarter. Monthly site dashboards and quarterly corporate reviews will track performance against those benchmarks as deployment continues.



99%

Pass rate after remediation



4.7 hrs

Average reduction per annual training session



63

Courses for minimum required training



25+

North American locations in rollout

What's ahead

The full North American rollout is structured across five deployment waves, with a target of 75% of locations live on Alchemy by the end of 2026. Phase two of the program will expand into customer-specific food safety training and ramp safety content as the platform becomes embedded in daily operations across every site.

For food service operators managing large, multilingual workforces across multiple locations with continuous audit exposure, training consistency is not a learning and development priority. It is an operational and compliance requirement. **The Alchemy Training System gives quality and safety leaders a single system of record for training completion and competence verification**, structured to prove understanding rather than just attendance, and accessible at any time across every site in the network.