

Case Study

Implementing an Award-winning Employee Development Program

“ We are able to improve our quality while at the same time increasing our speed of production.

— Edison Shi, Production Manager, Lifestyle Bakery



About Lifestyle Bakery



Lifestyle Bakery has been the gluten free market leader in Australia for over 20 years.

The company invests heavily in product development and its state-of-the-art facility. As a result Lifestyle remains the go-to source for food manufacturers, retailers, and restaurants for gluten free breads, rolls, pizza bases, breadcrumbs, and coating mixes.

As the only gluten free bakery supplying all major Australian retailers, and due to the stringent needs of producing gluten free products, Lifestyle is under extra pressure to deliver consistency and quality to keep customer satisfaction at their highest levels. But this can only happen when employees are powered by an excellent training curriculum.

The Challenge

Training was intermittent, ad hoc, and implemented by different trainers in different ways, so everyone was at various levels of understanding and competence. The paper-based tracking system didn't match Lifestyle's innovation in product and production technology, and they would often find themselves cramming to complete training in advance of an audit. Lifestyle realized this wasn't a sustainable or effective method of operation.

Co-owner and HR Manager Karen Dela Paz says, "Our training was very last minute and we had heaps of paperwork to fill out and signatures to acquire." The rush to meet audit requirements diminished the quality of training, and they couldn't verify if their workers truly understood the training.

Adding to the challenge, about 50-60% of Lifestyle employees are not native English-speaker.

The Solution

Lifestyle Bakery turned to Intertek Alchemy for help in three facets of their operations:

- Elevating quality of training material and applicability to employees;
- Ensuring consistency of training content, no matter the shift or training facilitator;
- Implementing digital recordkeeping and structured learning plans.

Dela Paz and team employed a customization tactic to create greater employee engagement. They used Alchemy's award-winning training library – with hundreds of food-industry specific courses — as a starting point. They then utilized the Alchemy Creator™ plugin to easily tweak the Alchemy courses with small customizations. "Employees see our factory, our material on the screen and they're instantly familiar, which really helps drive the message home," explains Dela Paz.



They also use Alchemy to deliver all training in multiple languages, even at the same time for maximum efficiency. And the centralized system enables them to deliver the exact same training course to anyone at any time. "We are able to make sure that everybody has been trained at the same

standard, perform at the same level, and have the same outcomes for our tasks,” says Business Manager Damian Puyenbroek. “Much more than in the past.”

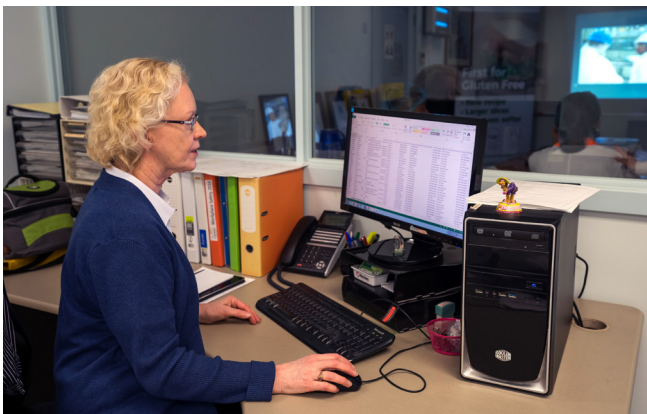
The Result

Lifestyle Bakery’s revamped training program utilizing Intertek Alchemy provided immediate results. “Alchemy helps us deliver a better product because our people are able to perform at a better level,” says Puyenbroek.

This outcome is confirmed by Production Manager Edison Shi, “We are able to improve our quality while at the same time increasing our speed of production.”

Not only that, Shi notes that since implementing Alchemy, “it saves an hour or two of my time every day from not having to always correct people. Our employees are doing things right on their own now, instead of me always having to correct them. And all of their knowledge comes from Alchemy training.”

The ability to be proactive in training has been a tremendous boost as well. The Intertek Alchemy system makes it easy to assign, deliver, and track all training activity by job role. Never again has Lifestyle Bakery found itself scrambling to prepare for an audit, because training has become a centralized, systematic process that is already completed.



“Auditors have been blown away with the Alchemy system,” boasts Dela Paz, who notes during their most recent audit, “the auditor couldn’t stop talking about it, actually. We can dive down into any employee’s transcript and say, ‘These are the questions that were given to them within the course and this is the answer that they’ve chosen, so this is why they’ve received this particular score’.”



And it’s not just auditors that have been impressed. Lifestyle Bakery won a prestigious South Australia Food Award for Education & Training. “We didn’t even apply for the award in that category,” says Lifestyle founder and managing director Michael Horrocks. But SA Food Awards saw their Alchemy training program and “they said they’d never seen anything like it in terms of a business approach to training and developing team members, the product team in particular.”

For More Information

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