

Case Study

Strengthening Food Safety

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Alchemy enables our employees to fully understand what they do and why they do it.

— Jack Ridge, Director of Food Safety,
Vanee Foods Company

36%

Reduction
in customer
complaints



Challenge

- Strengthen food safety program
- Improve BRC certification scores

Solution

- Interactive food safety training
- Courses designed for the frontline workers

Result

- **36% reduction** in customer complaints
- **Zero** HACCP deviations, foodborne illnesses, or allergen testing defects
- **"A"** on BRC audits

About Vanee Foods Company



Established in 1950, the Vanee Foods Company is a manufacturer of canned entrees, gravies, sauces, soups, and dry mixes.

Vanee Foods provides a number of different services to a diverse customer base; from contract manufacturing for globally branded CPG firms to private labeling for foodservice distributors and custom formulations for chain restaurants.



The Challenge

As a trusted manufacturing partner, Vanee strives to ensure safety and quality standards exceed contractual commitments.

"Food safety begins with the frontline workers, and giving them the tools they need," says Jack Ridge, director of food safety and quality and 40-year Vanee employee.

But as Vanee expanded, consistent and relevant training across all areas presented a challenge.

"Safety is the number one priority. We do not want to compromise our customers' reputation or tarnish our name as a producer of quality products," says Pamela Nash, training coordinator.

Vanee was also committed to attaining the highest BRC certification results. "We were BRC certified, but wanted to achieve higher marks. That meant delivering and documenting training on safety, HACCP, allergens, and GMPs on top of the required material," says Nash.

The Solution

Vanee turned to Intertek Alchemy to help advance their food safety and quality programs to the next level. Over a million workers in 7,500 facilities use Intertek Alchemy's training, coaching, and reinforcement solutions to reduce workplace injuries, safeguard food, and improve operations.

Vanee implemented Intertek Alchemy programs to build the knowledge and confidence employees need to consistently work at expert proficiency. A new training approach incorporated interactive remotes and gamification

to engage employees and test comprehension. “Alchemy uses the common-man approach, and enables our employees to fully understand what they do and why they do it,” says Ridge.

“Alchemy trains on all the areas that we needed to cover and electronically documents training records and scores,” says Nash. “I can pull up the records and I can look at the progression of employee understanding based off their test scores. If there is not a satisfactory score, I can give that individual one-on-one coaching.”



Nash also uses Alchemy Creator software to incorporate company-specific courses, “I can make videos of our employees performing their jobs, and upload it to Intertek Alchemy’s platform. I can incorporate my own questions. It is such a motivation because it makes them feel a part of the organization and they take pride in creating quality products in a safe environment.”

The Result

Intertek Alchemy’s comprehensive training program enabled frontline workers to engage and connect to the safety and operational needs of the company. “Since we’ve implemented Alchemy, we’ve seen a dramatic increase in awareness among our frontline employees regarding food safety and quality. This awareness has resulted in a 36% reduction in

customer complaints. From a business perspective that is important to us because our customers know we’re continually working to improve,” says Luke Vanee, Vice President of Marketing.

“Our ability to communicate back and forth, and know that workers understand the expectations has greatly improved,” explains Ridge. “We have been able to maintain **zero HACCP deviations, zero foodborne illness outbreaks, and zero defects with our allergen testing.**”

Intertek Alchemy supported Vanee’s efforts to improve BRC audit results. “We’ve had six consecutive BRC reviews. We didn’t start out with A’s, but by partnering with Alchemy we’ve been able to achieve and maintain an A rating,” says Ridge.

“As a person that is interacting with customers every day, I need to believe in the service we are providing,” says Luke Vanee. “Having Alchemy in place gives me the confidence that our frontline is putting out high quality, safe products.”

For More Information

 (866) 463-5117

 ContactUs@IntertekAlchemy.com

 IntertekAlchemy.com

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 (866) 463-5117

 ContactUs@IntertekAlchemy.com

 IntertekAlchemy.com

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