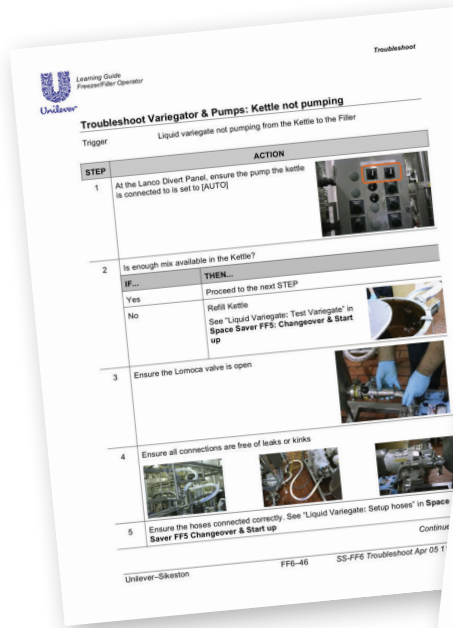


Unilever Ice Cream Transformation



When the new ice cream plant was commissioned, they repeated the certification using materials updated for their newer technology.

New hires went through proven certification and validation processes, with existing employees as mentors.

“ We needed to have people who had never made ice cream before be able to make ice cream within 6 months.

I have never seen such quick capability!

Mike Ryan
HR Manager

The challenge:

The scope of change meant that all employees had to learn how to do their jobs differently. Even Warehousing roles changed radically. All employees had to become proficient by go-live.

The largest challenge was the rapid skilling-up of new hires to support the expansion

The solution:

Existing employees were certified at a sister Ice Cream plant, using Learning Guides, on-the-floor practice, and Competency Checks. Then in a validation phase, they gained priceless experience by running the processes themselves.

The results:

After training was deployed for over 20 roles, employees confidently met the challenge of making ice cream. Dairy is strictly regulated at the state level, and employees learned the precautions, control points and practices that ensure product safety.

New hires were able to engage in an already-proven learning program, which made their ramp-up much faster, with demonstrated proficiency.



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