

A FOOD & BEVERAGE
MANUFACTURER CASE STUDY

Onboarding and Upskilling with Private Group Training



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Learn how a global producer and supplier for the food and beverage industry (F&B) turned to TPC to provide private group training instruction to onboard new hires efficiently and safely.



BACKGROUND

A global manufacturing company that produces upstream chemical and specialty materials used in food and beverage production, headquartered in Dallas, Texas, has a production network of more than 40 plants and employs more than 7,700 worldwide.

When the Dallas, Texas facility's Training Manager contacted TPC, he inquired about supplementing their existing training program with an onboarding program designed to teach foundations and safety procedures for their onsite boilers, mechanicals, and pumps, as well as a course in basic electricity.

THE CHALLENGE

The manufacturing and production company recognized that their current training program lacked the content and flexibility needed to onboard their constant influx of new employees and ensure an ongoing training program that would provide their workers the fundamental skills and safety knowledge necessary to perform their jobs safely and efficiently. Their challenges included:

- **Lack of Foundational Knowledge** – new employees joining the company consistently lack the fundamental understanding necessary to maintain the facility's onsite boilers, pumps, and mechanicals, and for basic electricity
- **Lack of essential Safety Training** – The company had no established safety training program for new or established employees
- **Scheduling and Downtime** – Scheduling of group training created considerable challenges in terms of downtime and loss of production
- **Equipment Specific Training** – The plant includes customized equipment requiring complicated instruction which was lacking in the training program



99 out of 100 training participants answered a survey stating that the simulation training program helped them understand their job better, was educational, and provided real-world scenarios.

THE TPC SOLUTION

Using TPC's extensive workforce training content and instructors, including basic and advanced private group training courses in fundamental industrial skills, extensive workplace safety courses and hands-on virtual troubleshooting simulations, TPC designed a program to address the challenges the manufacturing company faced.

Knowledge Gains- TPC crafted a curriculum utilizing established instructor led courses in Basic Electricity and HVAC Operations to ensure a baseline understanding of critical foundational topics.

Safe Workplace Practices – TPC has deep and broad experience delivering instructor led, hands on safety courses. They built a curriculum that incorporated electrical safety and troubleshooting along with a virtual electrical troubleshooting simulation system that allowed students to demonstrate the safety knowledge and techniques they learned in their classes

Increased Productivity – TPC minimized production downtime by offering multiple sessions of each course, allowing employees to split time between the product floor and the classroom

Equipment Specific Education– TPC selected veteran expert instructors to develop customized courses on the facility's boilers, pumps, mechanicals, and basic electricity to expedite onboarding, provide comprehensive topic coverage, and address their safety needs.

The instructors customized the classes by touring the facility and investigating the equipment the employees use daily. They examined manufacturing layouts for the boilers, learned about individual machine issues, and discussed employee learning gaps and onboarding needs.

With many employees requiring training and onboarding, the company worried about production time loss.



THE PROOF

TPC successfully and efficiently trained more than 100 employees with little production downtime. As promised by TPC, employees were onboarded faster with customized training on the equipment they use every day, reviewed basic electricity, and addressed safety concerns.

The manufacturing company was clearly pleased with the customized private instructor-led group training; the Training Manager commended TPC's partnership, stating, "Everyone loved the courses, and it has prompted us to continue future onsite trainings."

They appreciated TPC's training offerings and have expanded their partnership by adopting self-paced digital training and plans to add more private group instructor-led training.

TPC customers all have one asset in common: Their people.

Partnering together, we help organizations realize the full potential of their workforce. It's not just about empowering and fostering a thriving loyal workforce. When employees grow and succeed, organizations do too.

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