

Archer-Daniels-Midland
Company Case Study

Global Food Production Company, ADM, Hires TPC to Revamp Training Programs



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Learn why Archer-Daniels-Midland Company (ADM) turned to TPC, a Certus company, to streamline and modernize their onboarding and upskilling programs and consolidate training to a cloud-based, user-friendly LMS.



Background

ADM, a premier nutrition, agricultural origination and food processing company, has more than 40,000 employees and operates 700 facilities and more than 60 innovation centers around the globe.

A long-term customer of a TPC competitor, ADM's Corporate Reliability and Engineering Department observed that their Performance Excellence Program for internal technicians failed to produce the skilled candidate pool necessary to meet increased production needs. As a result, they turned to TPC to inquire about targeted content, upskilling and onboarding programs, and an improved platform for learning management, training delivery and tracking.

The Challenge

When ADM recognized that their current training program lacked the content and flexibility needed to onboard their constant influx of new employees, they knew it was time for an update. There were several opportunities for improvement, including:

- **Lack of Foundational Knowledge** — New employees joining the company consistently lacked the fundamental understanding and knowledge needed to conduct day-to-day responsibilities.
- **Limited Content & Costly, Fragmented Training Delivery** — The previous training provider raised their rates and offered limited content through an inadequate curriculum delivery and tracking system, hindering adoption rates and knowledge transfer.
- **Challenges in Scheduling & Downtime** — Scheduling of group training yielded substantial production slowdowns from employee downtime.



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

The TPC Solution

The team at ADM completed TPC’s proprietary training needs evaluation and worked with TPC to identify training gaps. Insights from these critical first steps in the learning design process informed the development of a customized training solution to address their extensive needs.

Drawing upon TPC’s deep experience in workforce training and compliance, ADM transformed their training program with:

- **LMS-Embedded Pre-Assessments** — TPC’s proprietary pre-assessment tool allowed ADM to screen for prior knowledge and customize training plans for each employee.
- **Robust Online Content Libraries** — By creating a role-specific program from TPC’s 1,000+ hour online course library, ADM curated a training plan to address skill gaps and specialized training needs while limiting employee downtime and production slowdowns.
- **Troubleshooting Simulations** — Using TPC’s troubleshooting simulations, ADM enabled employees to tackle costly equipment malfunctions quickly, accurately and safely. With real equipment scenarios presented in an online format, ADM minimized downtime while protecting employees and the integrity of equipment. This unique training approach allowed for adaptive, immersive and measurable learning. The result was a tangible ROI to validate current and future training investments.
- **Post-Training Skills Assessments** — With a modernized Performance Excellence Program, ADM recognized the importance of a simplified digital training validation and tracking system, like TPC’s post-training skills assessments, to replace the organization’s outdated, paper-based checklists.
- **Mobile Audit & Inspection Software** — To complete the overhaul of their training program, ADM utilized TPC’s Skills Verification Library to ensure learners could reliably perform their tasks and functions.



The Proof

Impressed by TPC's swift implementation of a revamped and comprehensive training solution, ADM's Corporate Reliability Center manager committed to a six-figure, multi-year agreement.

Thrilled with the updated content, diversity of programs and straightforward interactions with stakeholders, ADM transitioned their entire training program — including all maintenance and technician training, onboarding and upskilling — exclusively to TPC.

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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