

A Food & Beverage
Manufacturer Case Study

Onboarding and Upskilling with Private Group Training



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Learn why a global producer and supplier for the food and beverage industry turned to TPC, a Certus company, to provide private group training instruction to onboard new hires efficiently and safely.



Background

A global manufacturing company that produces upstream chemicals 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 people worldwide.

When the facility's training manager contacted TPC, he inquired about supplementing their existing training program with an onboarding program designed to teach foundational skills 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 content and flexibility. They needed to be able to onboard a constant influx of new employees and ensure ongoing training to provide workers with 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 lacked basic electrical knowledge and fundamental understanding of the facility's on-site boilers, pumps, mechanicals and electrical systems.
- **Lack of Essential Safety Training** — The company had no established safety training program for new or existing employees.
- **Scheduling and Downtime** — Scheduling of group training created considerable challenges in terms of downtime and loss of production.
- **Equipment-Specific Training** — The plant's customized equipment required complicated instruction, which was lacking in their current training program.



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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

Leveraging extensive workforce training content and instructors, TPC designed a training program to address the challenges the manufacturing company faced.

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

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 — The TPC-designed curriculum incorporated electrical safety and troubleshooting fundamentals with virtual electrical troubleshooting simulations that allowed students to demonstrate safety knowledge and techniques they learned.

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

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



The Proof

TPC successfully and efficiently trained more than 100 employees with little production downtime. As promised, employees were onboarded faster with customized training on the equipment they use every day, grew their knowledge of basic electrical concepts and learned to perform their jobs safely.

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."

Since then, they've expanded their partnership by adopting self-paced digital training and plan to add more private group instructor-led training in the future.

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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