

Case Study

How Certus Transformed Maintenance and Refrigeration Training for a Global Food Manufacturer



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Learn how TPC, a Certus company, partnered with one of the world's largest processors and marketers of chicken, beef and pork to expand training options for their maintenance and refrigeration workforce.



Background

A global protein processing company came to TPC to elevate their maintenance and refrigeration training. With 110 production facilities and 120,000 employees throughout the United States, a highly scalable training solution was critical to ensure consistent uptime, increase processing throughput and safeguard product quality.

Looking to standardize training across facilities and incorporate hands-on troubleshooting simulations for equipment, the company reached out to TPC to discuss what solutions would be optimal.

The Challenge

While the company already had a training program in place, they were encountering several challenges, including:

- **Training a Distributed Workforce** — With a large, distributed workforce with diverse responsibilities, their existing approach to technical training was complicated and suboptimal.
- **Multiple Training Providers** — The company relied on several training vendors, which resulted in inconsistent course quality and challenges with training administration.
- **Maintenance Skill Gaps** — Maintenance workers throughout the company demonstrated proficiency gaps in electrical systems troubleshooting.
- **Lack of Hands-On Training** — Electrical systems training lacked a hands-on component that would increase knowledge retention and ensure proficiency.
- **Inefficient Refrigeration Training** — New hire ammonia refrigeration training was inefficient, resulting in slower onboarding, increased downtime and more on-the-job errors.



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The Opportunity

The company’s maintenance department lead wanted to address skill gaps through a safe, hands-on approach to electrical troubleshooting that went beyond theory. They believed that by combining people, process and equipment, “you get the end result you are looking for.”

Additionally, the refrigeration training manager was looking for comprehensive new hire training options for refrigeration department workers that would expedite onboarding and increase knowledge transfer. They needed a solution that was easily accessible, trackable and affordable.

TPC’s extensive workforce training options — from hands-on virtual simulations to more than 2,000 self-directed online courses — addressed the company’s unique training needs.

The TPC Solution

The company leveraged two of TPC’s products that directly aligned with the challenges they were aiming to solve. By adopting TPC’s simulation training — interactive, hands-on computer simulations that are cost-effective, engaging and realistic — employees experienced a completely safe environment for working with dangerous electrical currents and improved knowledge retention.

Additionally, through four specialized online refrigeration courses, the company received an affordable, easily accessed and comprehensive training solution that employees could complete at their own pace.



The Proof

With noticeable improvements in performance, productivity and engagement, TPC's simulation training and the four self-paced online ammonia refrigeration courses were met with universal acclaim. While the company started with 75 licenses, that number grew to 120 licenses over two years — a 60% increase. Additionally, 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.

Commenting on the new training program, the company's manager of maintenance training remarked, "I continue to be blown away by the software. I still get excited about the program. If anyone is looking to address electrical troubleshooting, TPC simulation training is the answer."

The company's refrigeration training manager reflected on the ease of engaging with TPC, the quality of the course content and how simple the courses were to assign, stating, "The courses are easy to deliver, track and manage. I'd like to see TPC's refrigeration courses as mandatory for all new hires."

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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