

Intertek Alchemy Case Study

Improved Food & Workplace Safety

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Fresh Express

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Challenge

- Provide consistent training across all sites
- Automate training records for audit readiness
- Meet tough GFSI standards

Solution

- Integrated training program with group-based learning
- Alchemy & company-built courses delivered on a common platform
- Completely automated record-keeping & reporting

Result

- **Audit-defensible** training & validation
- **FSSC 22000** certification
- Improved **trainer effectiveness**
- **Lower operating costs**

About Fresh Express



Fresh Express is a leading producer of fresh and ready-to-eat salads with nearly 40% market share in the United

States. The Salinas, California-based company originated in the 1920s and is a division of Chiquita Brands. Fresh Express employs over 5,000 workers in multiple sites and ships over 40 million pounds of salad each month.

The Challenge

As part of its commitment to safety and operational excellence, Fresh Express continually evaluates its processes. The company identified three improvement opportunities.

"We wanted consistent training for all employees across all sites on a monthly basis," says Vanessa Barrios-Galvan, Safety Manager. But the local trainers only had access to static PowerPoint presentations whose quality and content varied. The presentations were not engaging and trainers had to make subjective calls on whether

trainees actually comprehended and retained the knowledge. The lack of a systematic approach to worker training raised the risk of inconsistent quality, audit non-compliance, and variable SOPs.

The training program needed better verification because attendance and test scores were manually recorded at each site and were difficult to retrieve or analyze at the corporate level. This lack of comprehensive documentation exposed the company during customer and regulatory audits.

Finally, Fresh Express was in the process of meeting the Global Food Safety Initiative (GFSI) through FSSC 22000 and needed a systematic approach to planning, delivering, and documenting food safety training.

The Solution

To meet these challenges, Fresh Express partnered with Intertek Alchemy. Over a million workers in 7,500 facilities use Alchemy's training, reinforcement, and audit-readiness solutions to reduce workplace injuries, safeguard food, and improve operations.

Fresh Express implemented Intertek Alchemy programs to build the knowledge and confidence employees need to consistently work at expert proficiency. A new training approach incorporated interactive remotes and gamification to engage employees and test comprehension. All responses are recorded and securely stored electronically for 24/7 audit-readiness.

Fresh Express focused the training program on food safety, workplace safety, and operations. In addition to the Alchemy courseware, Fresh Express also created its own courses using Alchemy Creator.

The Intertek Alchemy platform provides trainers with real-time feedback to ensure all trainees understand the material before moving to the next module. The courseware is always up to date, and enables trainers to focus on employee comprehension instead of manual record keeping.

The Intertek Alchemy platform provided defensible verification of training. "Everything is documented so that we can see results and reports in real-time," says Don Buchanan, Safety, and Security Manager.

The Result

Intertek Alchemy has positively changed the entire training, comprehension, retention, and documentation approach for Fresh Express. The company's frontline workers, trainers, and safety managers have all seen tangible benefits.

"Employees are captivated by the hand-held remotes and entertaining courses," says Barrios-Galvan. "Everyone wants to join in on the fun. They get excited and can't wait to see their results on screen."

Employees also see their training transcripts as tools for upward mobility. "When employees want

to apply for a different position in the department, they ask for their Alchemy training transcript to prove they are qualified," Barrios-Galvan says.


Company trainers now have a platform to deliver effective training while saving countless hours previously lost to manual data entry and transcript searches. They now have content that is consistent and always current with the latest company-wide SOPs. They also have a platform to deliver training in an engaging, interactive way that ensures comprehension and retention.

"Alchemy is a complete food chain and food safety program from production through delivery of the product," says Buchanan.

Safety managers now have a consistent way to apply food and workplace safety processes across the entire company and mitigate risks. Documentation of training and results is now assured with the easily accessible cloud-based interface. "It's all in the transcript and all in one place," Buchanan says.

The training program also helped Fresh Express achieve FSSC 22000 certification. "The program met requirements so well that the **auditors called our training program a best practice.** It's a cost-effective way to meet both customer and auditor requirements," says Buchanan.

For More Information

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