

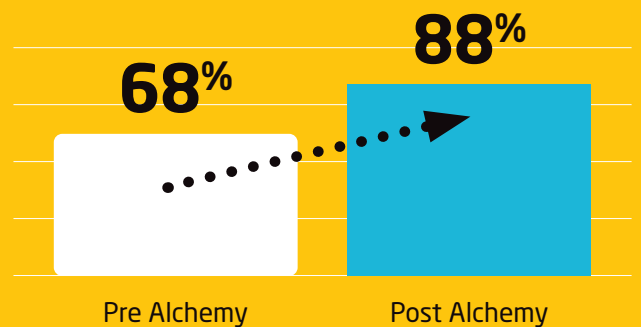
Intertek Alchemy Case Study

# Production Efficiency Increased by 30%

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— Randy Josephs, VP of Operations,  
Kisko Products

## Production Efficiency



## Challenge

- Time consuming training
- Production inefficiencies
- Maintaining continuous improvement culture

## Solution

- Standardized training
- Real-time reporting
- Structured cadence of employee engagement

## Result

- **30% increase** in production efficiency
- **\$500,000 annual** waste savings
- **Zero** product recalls

## About Kisko



The Josephs family founded Kisko Products in 1977. Today, the family-owned business is the largest manufacturer of

freezie pops in Canada. The modern, 115,000 square-foot facility produces a variety of freezable kids treats under the Kisko name and other recognized brands.

## The Challenge

With a focus on high-quality products, Kisko must ensure safe and productive operations to keep customer satisfaction at its highest.

Much of Kisko's success is attributed to their focus on employee development. "As a company, you can't grow if each person in the company is not being developed," says Vice President of Operations, Randy Josephs.

As a part of its continuous improvement efforts, Kisko looked for opportunities to improve the training program. "Our HR manager and I would spend approximately six hours a day each, for about four and a half months, just to do the training we needed," says Josephs.



Costly resources were also needed for record keeping. "We actually had one and a half people employed full-time, just to do data entry."

Additionally, Kisko saw room for improvement in overall production efficiencies through a well optimized workforce. "We needed to see the production efficiency grow based on company targets. Specifically, we were looking for waste reduction and down-time reduction," says Josephs.

## The Solution

Kisko turned to Intertek Alchemy to help improve operational efficiencies. Intertek Alchemy is the leader in frontline worker communications for the food industry. Over a million workers in 7,500 facilities use Alchemy's training, coaching, and reinforcement solutions to **reduce workplace injuries, safeguard food, and improve operations.**

Kisko implemented Intertek Alchemy programs to build both the knowledge and confidence employees need to consistently work at expert proficiency. A new approach to classroom training incorporated interactive remotes, and gamification to engage employees and test comprehension.



The courseware is professionally designed and exclusively focused on the food industry frontline worker. All responses are recorded and securely stored electronically for 24/7 audit-readiness.

**"Alchemy has made our training standardized,"** says QA Manager, Clive Bowen. "We use Alchemy's modules or we can incorporate information specific to Kisko. The quizzes and testing clearly indicate whether or not employees have absorbed what you teach them."

Bowen explains, "When you have been in the food industry for a number of years, you know how important record keeping is. With Alchemy, we are able to digitally access each employee record and verify the training that is delivered."

Josephs also leveraged real-time reporting to aid in operational efficiency, **"Alchemy gave us the ability to do instantaneous analysis** of our different lines, and identify areas where training can improve productivity and yield."

## The Result

Kisko experienced dramatic improvements in operational efficiencies with the Intertek Alchemy platform. The training enabled frontline employees to engage and connect with the safety and operational needs of the company.

**"Our employees now know the impact of downtime and waste,"** says Bowen.

**"We saw our production efficiency start to climb,"** says Josephs. "We literally went from about 68% to 88%. We also reduced over \$500,000 a year in waste."

The standardized training on operating procedures has also reduced downtime. Josephs reports, "Our downtime has also improved. In one department, Alchemy has helped us to reduce downtime by 1,300 minutes per month. That equals over \$60,000 in savings."

The Intertek Alchemy program significantly reduced the time spent on training for HR and operations. Josephs says, "We used to spend 30% of our time managing training, now it's 10% or less."

"When I look at what the payback is, the Alchemy investment is a no-brainer for us," says Josephs.

### For More Information



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