

KEURIG

GREEN MOUNTAIN

Challenge

- Inconsistent communications
- Inefficient record keeping
- Validating behavior change

Solution

- Integrated training platform
- Automated record keeping
- Tablet-based employee coaching tool

Result

- **30% reduction** in safety incidents
- **Increased** frontline proficiency
- **Audit preparedness** 24/7

“ I don’t know how we’d manage without Alchemy. It combines the training, reporting, and coaching aspects. ”

—Jason Roach,
Training Coordinator

About Keurig

Keurig Green Mountain, Inc. is a leading producer of specialty coffee, coffee makers, teas, and other beverages. The company roasts coffee and packages over 530 varieties of world-class beverages into pod formats for its Keurig® brewing systems. Across its multiple locations, Keurig Green Mountain® employs nearly 6,000 workers.



The Challenge

The company’s popular system has driven the phenomenal growth of the company. In order to maintain its world-class standards, the company recognized the need to streamline and standardize training and communications across its facilities. The fast growth had resulted in training content and instructional variability.

This led to inconsistent communication and uneven proficiency among employees.

Rhonda Sparks, Keurig’s continuous learning business partner explained, “We had trainers who each had their own way of training.”

The company was using a manual, labor-intensive process for managing the high volume of employee records. As the company continued to grow, the old system made it laborious to provide real-time records that met audit requirements.

Finally, validating behavior change on the floor was challenging. “When you have over 1,000 employees in a facility and just one of those employees is non-compliant, it means your whole facility is non-compliant,” says Sparks. Keurig needed a closed-loop system that enabled supervisors to quickly facilitate employee observations and corrective actions, while promoting positive reinforcement.

The Solution

Keurig turned to Alchemy for a comprehensive solution. Over three million workers at 50,000 locations use Alchemy's training, coaching, and reinforcement solutions to **reduce workplace injuries, safeguard food, and improve operations.**

Keurig used Alchemy's group based learning platform to keep employees engaged during classroom training sessions. The platform uses hand-held remotes to test comprehension and creates an interactive learning experience. Keurig Maintenance trainer Miller explains, "You have to pay attention. If you don't answer the question correctly it gives you the chance to review the material, and it asks you again in a different way."

Alchemy provided a full library of professionally developed courses that meet the unique needs of frontline food workers. Each course is available in multiple languages and depicts realistic food industry settings.

In addition, Keurig was able to create their own company-specific courses with Alchemy Creator, further aligning employees with corporate initiatives. "Alchemy really helps us to deliver a consistent message," said Jason Roach, training coordinator at Keurig.



The automated record keeping stores employee data in a secure cloud for on-demand reporting and analysis. The result is **defensible proof of employee participation and comprehension**, helping Keurig easily meet audit requirements.

Keurig also implemented a validation and coaching program. Using the Alchemy Coach mobile app, supervisors are able to observe and address GMPs, safety procedures, and other important processes with increased efficiency and effectiveness. Observations of employee compliance to job requirements are directly uploaded to an employee's training record.

"The Alchemy Coach app really stepped up my game. I am able to take photos and discuss observations with employees in the moment. They're also archived, so others can see what's going on with employees on the production floor," explains Miller.

The Result

Keurig developed a robust program using Alchemy's closed-loop approach and began to see positive results soon after implementation. "I don't know how we would manage without Alchemy," says Roach. "It combines the training aspect, the reporting aspect, and also the coaching aspect."

Consistency in communications and quality of training has increased significantly across all Keurig operations. Employees now have a better understanding of their impact on operational efficiencies and safety procedures that influence Keurig's continued success. **"Alchemy gets our employees to proficiency quicker** and assures each employee is at the same level," says Sparks.

In addition, Alchemy's automated record keeping and documentation features helped Keurig to easily maintain thousands of employee records, providing 24/7 audit compliance. **"Auditors are amazed at how easy it is for us to pull a report.** I can't even imagine how preparing for an audit was done before Alchemy," Sparks says.

Alchemy also helped close the loop between training and on-the-job behavior. "Everybody understands the 'why' behind what we do. And Keurig saw a **30% reduction in safety incidents** after implementing the coaching program with Alchemy," says Roach.

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