

Intertek Alchemy Case Study

Beefing up the Frontline to Exceed USDA & GFSI Standards

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— Karan Rathburn, Human Resources Manager,
WW Johnson Meat Company

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Challenge

- Train a multilingual workforce
- Deliver consistent training
- Audit readiness

Solution

- Consistent, multilingual content
- Automated record keeping

Result

- **Overcame language barriers** to learning
- Ability to **test & verify comprehension**
- **Top grades** for BRC certification

About WW Johnson Meat Company



Since 1946, WW Johnson Meat Company has produced premium, quality ground beef distributed to retail and food service

operations across the Midwest and beyond. As a part of J&B Group, the company values brand integrity and works to uphold a high standard for quality as a distributor of Certified Angus Beef.

The Challenge

WW Johnson takes pride in providing high quality beef products to its retail and food service customers. The company remains committed to producing Certified Angus Beef, and the company continually evaluates their processes to identify opportunities for improvement.

Experiencing a well-known industry challenge of an increasingly diverse workforce, the company was struggling to deliver critical concepts required for maintaining high standards. The majority of employees spoke Spanish, but the trainers only spoke English. So WW Johnson could not verify their employees understood the training concepts presented.

The company was also focused on meeting the standards set forth by the Global Food Safety Initiative (GFSI). WW Johnson sought to achieve BRC certification and needed a systematic approach to planning, delivering, and documenting food safety and quality training. With a manual, paper-based record keeping system, it was difficult for WW Johnson to provide defensible proof of training for any type of audits.

“We needed a system to train employees in multiple languages, ensure comprehension, and document training results,” says Karan Rathburn, Human Resources Manager.

The Solution

WW Johnson enlisted the help of Intertek Alchemy. 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.**

WW Johnson 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, gamification, and quizzes to **engage employees and test comprehension.** The courseware

is professionally designed and focused on the unique needs of food industry frontline workers. All responses are recorded and securely stored electronically for **24/7 audit-readiness**.

Intertek Alchemy helped WW Johnson develop consistency to their communications. Together they bridged the communication gap in WW Johnson's diverse workforce by delivering training sessions in their workers' native language.

The courses use real-world food industry situations. The system provides interactive assessments and remediation loops to ensure comprehension. WW Johnson also created job-specific courses using Alchemy Creator that ensured company-specific information was communicated effectively.

In addition, Intertek Alchemy enabled WW Johnson to **automatically track, document, and report** all of their training activities so time consuming and labor intensive data entry was eliminated. The real-time reports by participant or group, across multiple sites enable anytime audit compliance.

The Result

Intertek Alchemy's streamlined training, reinforcement, and audit-readiness programs enabled WW Johnson to tailor its approach to employee development. **The positive results are evident in their product quality and recent BRC certification.**

WW Johnson successfully addressed communication issues that historically impeded first-pass quality. By overcoming language barriers, WW Johnson was able to uphold its stringent USDA quality standards. In fact, WW Johnson remains in the **top 8% of all ground beef inspected by the USDA** carrying the distinction of Certified Angus Beef.

After implementing a new training regimen with Intertek Alchemy's platform, the company was able to achieve BRC certification, improving their customer's overall confidence in their product. The defensible proof of comprehension helped WW Johnson to pass the BRC audit with ease.



According to Rathburn, **"We passed our BRC audit with a grade A on the first attempt."**

Rathburn said, "Alchemy's reports provided all details requested by the BRC auditor resulting in no further questions regarding training."

"We are really impressed by the Alchemy platform," says Rathburn. "It enables us to deliver consistent, multilingual training and makes it easy to be BRC certified."

For More Information

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