



Case Study Overview

Silliker, a division of Merieux NutriSciences, is dedicated to helping companies worldwide find practical solutions to today's food safety, quality and nutrition challenges throughout the supply chain. Silliker came to Intellect looking for a solution to alleviate a problematic training issue.

Employees had training binders that were about 3-4 inches thick of documentation compiled over the years. Labs with more than 100 employees had to assign entire walls to store all training documentation in binders. The company's training requirements were strict. The new system needed to keep up with extensive training documentation from all employees to assure Silliker was delivering the right quality of good practices. In addition, all documentation had to be audited by multiple regulatory agencies, clients as well as internal quality personnel. The problem was getting worse as more training was assigned and they needed to find a solution.

The company used Intellect to deploy a Learning Management System that could successfully capture and manage their unique training requirements.

Challenges

Solution

Results

Challenges

Silliker Automates Complex Learning Management Process On The Intellect Platform.

Silliker was facing a challenging situation. The company had so many manually updated training documents in binders that they had to assign entire building walls to keep track of all employee training records. Each employee had accumulated training binders that started at 3 inches wide and kept expanding. The longer an employee stayed in the company the more binders that employee owned.

The space it took to document all training processes was not the only concern Silliker had. The need to continuously update all training records manually, made it very difficult to know the exact location of all records. Silliker has extensive training sessions and materials that underwent multiple external and internal audits to confirm all quality policies and food regulations were followed. The time it took to store, retrieve, update and return each record was labor intensive and never convenient. To successfully keep track of all employee records and get the best results from each audit, Silliker needed a system that could manage employees' training activities, document what employees observed in training, record all tasks performed and understand the results from all training. In addition, the system needed to provide rapid search and sorting capabilities to access the entire collection of training records.

Solution

Silliker was convinced they needed a new way to document all steps in their training process. They started researching different alternatives. They compared learning management systems to human capital management systems but neither was flexible enough to fit Silliker's unique process and feature requirements. They were starting to think there was no practical solution to automate their training management processes until they found Intellect; a robust and flexible Business Process Management platform with drag and drop capabilities. A team comprised of Human Resources, Quality and Operations evaluated the platform's flexibility and easy-to-use features and was convinced Intellect could be a viable answer to their training management challenges.

Silliker found in Intellect a platform that was easily customized through dragging and dropping fields in any way they need Intellect provides visibility of each step in their process, at anytime from anywhere.



“Intellect provided us with the right way to meet our needs in every aspect. Intellect is a great product. There is just nothing else out there! Intellect gives us the ability to create the right workflow for all our training needs.”

Tracy Kish, HR Strategist

Silliker

Silliker a division of Merieux NutriSciences, is dedicated to helping companies worldwide find practical solutions to today's food safety, quality and nutrition challenges throughout the supply chain. The company began as a single laboratory founded in 1967. Since then, it has expanded its services and commitment to 18 countries with over 74 laboratories throughout North America, South America, Europe, Africa and Asia Pacific. The company's commitment has made them the preferred food quality and safety resource of companies around the world. Silliker employs 3,700 employees worldwide, of which 1,500 are using Intellect. Silliker's vision is to advance food sciences and improve health. They offer Microbiology, Chemistry, Physical and Sensory testing, complemented by auditing, consulting, training and contract research services.

Results

The system has been in production for over 12 months. Every individual in the company uses the Intellect Platform to some degree or another. Silliker has around 900 employees accessing the system regularly. Every month the Intellect Platform tracks over 3,000 training records. All departments use the platform for administration, quality and delivery training. Users vary from Human Resources to Scientists and production personnel.

“With Intellect... if you can think it, you can probably do it! Our systems are very complicated and you would think no one could manage them. Intellect does it!”

Tracy Kish, HR Strategist.

Personnel are now able to start new training courses, keep track of all records, and update data on all training profiles. The Intellect platform guaranteed the completion of all tasks assigned to every user Intellect lets users track each step for all projects through color coded activity workflows.

Intellect became the platform that Silliker had envisioned. It allows visibility of each step for everyone, at any time. Whenever personnel begin a new training, the system knows what to keep track of and when to set deadlines for each user. Intellect also helps Silliker keep track of all training history and can be securely accessed at any time on the Intellect portal by assigned users.

Intellect lets everyone understand their training needs without the use of any paper forms or binders. No more walls replete with hundreds of binders. Everything is now visible on any computer screen. All training processes have become digitized. Now that all training processes have been centralized, all data is easy to sort through, and gaps are spotted faster.

Within 6 months the new customized platform was up and running. Every step was planned before deploying the new platform. Silliker was able to get an extensive complex and robust workflow up and running. The quality of training and the ability to keep up with all training at once have improved tremendously, resulting in positive results in the efficiency of laboratory personnel and better quality of accessibility for training.

“Intellect is so easy to work with...It is a clean environment. The tool bars are easily accessible and it is personalized. I can access sensitive data that other employees don't have access to.”

Tracy Kish, HR Strategist.