
Implementation of Employee Training

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Klondike Cheese Co.

Implementation of Employee Training

- Who Receives Training?
- Key Elements of Training
- Types of Learners
- Types of Training
- Meeting GFSI Requirements (BRC)
- Training Topics & Frequency



Who Receives Training?

- ALL Employees
 - Full Time, Part Time, Temps, Managers, Supervisors, Trainers
 - Note: Even if the temp agency offers to conduct training, we decline & provide our own. All temps receive New Hire Training as any other employee.
- Contactors
 - Pest Control Operators, Laundry Services, Visitor, Engineers & Construction
 - Contractor training is generally conducted through the Facility Contact.

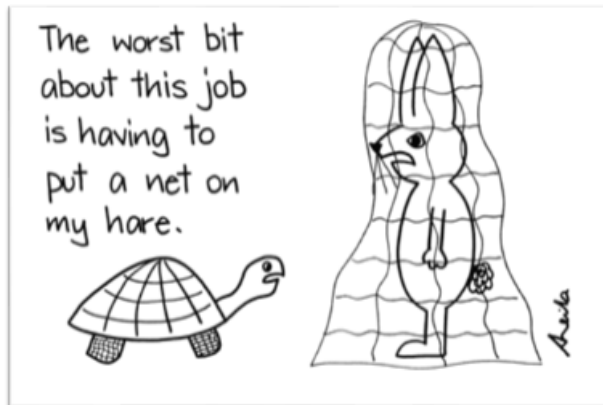


Key Elements of Training

- Making it Interesting
 - Power Points
 - Videos
 - Jeopardy Style
- Make it Relevant
 - Basic training for All Employees
 - Specialized Training for Specific Roles
- Make it “Absorbable”
 - Break up the training sessions into small bits of information – Short 0.5hr sessions vs. a Long 1.5hr session. (Sometimes Less is More)
 - Utilize the Employee Welfare Areas, add postings are nice little reminders and can catch their attention.



Quality Reminder # 15 – Hair



Remember –

- Use the Mirrors in the locker room prior to exiting to make sure all your hair is covered with a hairnet.



- If you see someone not wearing their hairnet properly (covering all hair and over the ears) politely let them know, without a mirror they cannot see their own head.



- If you have too much hair for one hairnet, try the next size up or try using 2 hairnets.



Quality Reminder # 20 – Allergens

- Fact:** Food allergies affect up to one in 25 people in the US.
- Fact:** Over 200 people die each year due to food allergies.
- Fact:** January 2012 a 7 year old girl died after eating a peanut given to her on the playground by another student.

Food allergies are a VERY serious matter and controlled by the FDA and other auditors.

How can YOU control allergens?

Wash your hands after eating.

Never put peanuts or other snack items into your pockets.

Never use your uniform as a napkin to wipe your hands.

Due to the seriousness of Allergens – anyone caught with ANY candy or food in prohibited areas will be given an immediate 3-day suspension.

Tree Nuts



Peanuts



Eggs



Shellfish



Wheat



Milk



Fish



Soy



THE STYLES OF LEARNING



Visual Learners



Auditory Learners



Read/Write Learners

Some also believe that there's another type of learner called "Read/Write", who prefers to learn and memorize things by reading and writing.



Kinesthetic Learners



Understanding your type of learning style can be beneficial for several reasons:

- 1 Remember information the first time you hear it, reducing the amount of time you need to absorb it
- 2 Figure out which are the best and most efficient ways for you to study
- 3 Understand which types of tests you may excel on, and which may be more difficult



How to Prepare for the Different Learning Styles

- Gear your training to the audience you are presenting to.
 - Switch up the training from time to time to reach all types of learners.
 - Combo PowerPoints with printed handouts.
 - Engage your audience – ask for feedback about training. Communication will help make sure all time is well spent.
- Example: Are there language barriers that need to be taken into consideration? Are there any learning disabilities that need to be taken into consideration?



Types of Training to be Conducted with Employees

- New Hire
- Hands-On
(Job Specific Training)
- Refresher / Ongoing
- Corrective Action
- Contractor/Visitor Training
- Train the Trainer



Meeting GFSI Requirements (BRC)

- Training is a Prerequisite Program
- Training is needed as proof of understanding of our Quality/Food Safety Programs
 - What topics do you need to train on?
 - How do you make sure all employee receive the job specific training?
 - How do you prove training actually occurred?
 - How do you ensure the training was effective?



Training Topics & Frequencies

(What topics do you need to train on?)

ALL Employees

(New Hire, Semi-Annual & Quarterly Topics)

- GMPs
- Allergens
- HACCP
- Food Security
- Food Safety
- Pest Control
- Recent Complaint Issues
- Chemical Safety/Control
- Cleaning & Sanitation

Select Employees

(Annual Refresher Topics)

- Internal Auditing
- Complaint Handling
- Lab Procedures
 - Sample Prep
 - Environmental Testing
- CCP Operation
 - Antibiotic Testing
 - Pasteurizer Operators

Utilize available resources
for Job Specific Training:

CDR Short Courses

WMMB Workshops



Training Matrixes

(How do you make sure all employee receive the job specific training?)

Microsoft Excel works good for logging all trainings sessions.

Paper Training Matrixes work good for summarizing the training that a group of individuals will receive.

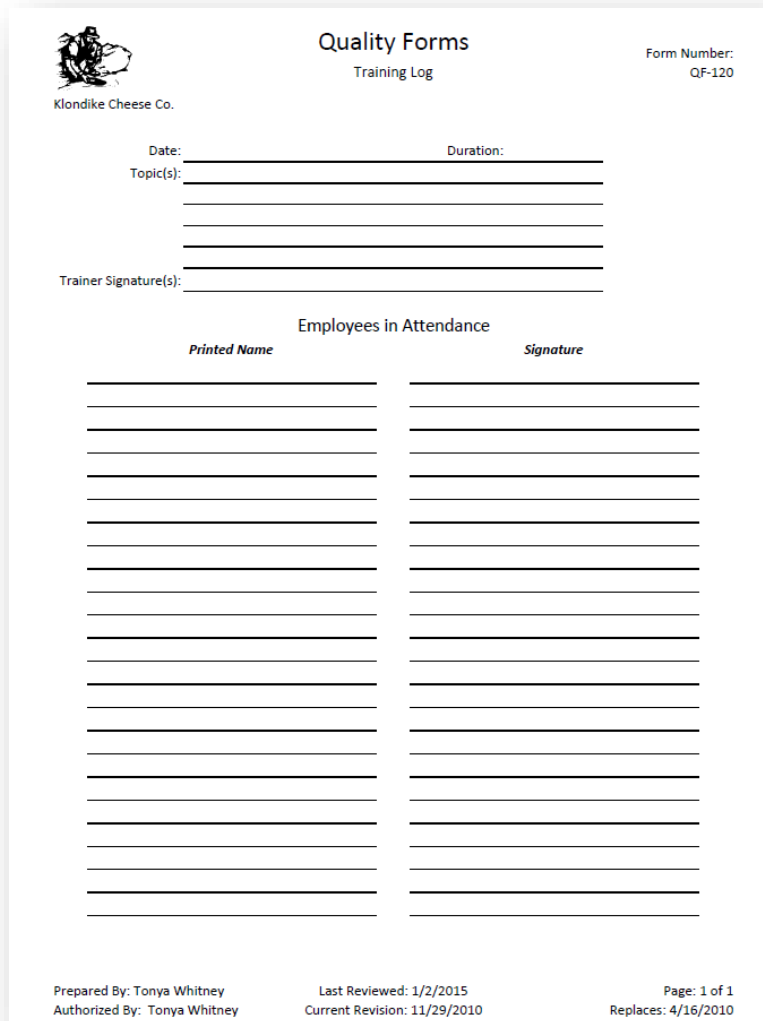
	Quality Procedure	Procedure Number:			
		QF-120-4			
New Hire – Quality Training Matrix					
New Hire – Quality Training Matrix					
EMPLOYEE INFORMATION:					
Name: _____					
Job Title: _____					
Signature: _____					
Topic	Procedure	Completed (Initials/Date)			
Employee Signature Log	QPR-124				
Basic Microbiology Video	Video				
GMP, SSOP, HACCP and Biosecurity (Overview)	Power-Point Presentation				
Quality Policy	QPO-14				
Good Manufacturing Practices	QPR-140				
Master Sanitation Program	QPR-155				
Color Coding	QPR-165				
Traffic Patterns	QPR-465				
Allergen Control Program	QPR-210				
Foreign Material Control	QPR-345				
Product Coding System	QPR-97				
Glass & Brittle Plastics	QPR-310				
Boot & Apron Cleaning Program	QPR-159				
Locker Inspection & Cleaning Program	QPR-340				
TRAINER INFORMATION:					
Name(s): _____					
Job Title(s): _____					
Signature(s): _____					
Prepared by:	Authorized by:	Last Reviewed:	Current Revision Date:	Replaces:	Page
Tonya Whitney	Uniquemachinery	03/25/2015	03/25/2015	04/19/2013	1 of 1



Proof of Training

(How do you prove training actually occurred?)



- BRC requires:
 - Topic
 - Date
 - Duration
 - Trainer Sign Off
 - Attendee Sign Off



The form is titled "Quality Forms Training Log" and includes the Klondike Cheese Co. logo. It contains fields for "Date:", "Duration:", and "Topic(s):" with multiple lines for text entry. Below these is a "Trainer Signature(s):" line. The main section is titled "Employees in Attendance" and has two columns: "Printed Name" and "Signature", each with 15 horizontal lines for entries. At the bottom, it lists preparation and review information: "Prepared By: Tonya Whitney", "Authorized By: Tonya Whitney", "Last Reviewed: 1/2/2015", "Current Revision: 11/29/2010", "Page: 1 of 1", and "Replaces: 4/16/2010".

Training Summary Forms & Quizzes

(How do you ensure the training was effective?)

 Klondike Cheese Co.	Quality Procedure	Procedure Number: QF-120-3			
Training Summary Form					
Training Summary Form					
EMPLOYEE INFORMATION:					
Name: _____					
Job Title: _____					
Date: _____					
Signature: _____					
PROCEDURES, POLICY, and RELATED DOCUMENTS:					
Document	Initials/Date Received				
TRAINING PURPOSE:					
New Employee	Refresher	Corrective Action			
KEY POINTS TO REMEMBER:					
TRAINER INFORMATION:					
Name(s): _____					
Job Title(s): _____					
Date: _____					
Signature(s): _____					
Prepared by:	Authorized by:	Last Reviewed:	Current Revision Date:	Replaces:	Page
Tonya Whitney		03/21/2015	1/2/2013	New	1 of 1

- Utilize training summary forms
 - Great for specific programs or corrective actions.
 - These allow employees in their own words to tell us about the program.
- Use quizzes
 - These allow employees to tell us what they know about many topics.
 - These also allow us to see where training is deficient.
- GMP & Internal Audits
 - These provide a snapshot of training's effectiveness.



Remember...

- Develop training programs that work best for your facility.
- Get employees involved with training.
- Define frequencies that work best for your facility.
- Well trained employees are essential for Food Safety and Food Security.





KLONDIKE
CHEESE COMPANY

Odyssey
FETA CHEESE • GREEK YOGURT