

//CASE STUDY

CREATING PEAK EMPLOYEE PERFORMANCE FOR PPC FLEX



How PPC Flex Fosters a Culture of Performance and Development With WorkForge

PPC Flexible Packaging (PPC) is a high-quality flexible packaging manufacturer with an incredibly diverse product offering. PPC's products span nine different consumer packaging markets including the baking, produce, pet supply, frozen foods, confectionery, snacks, and protein snack categories.

In pursuit of operational excellence, PPC needed an enterprise-level, holistic, and configurable learning management system (LMS) to help the company reach its highest productivity and profitability levels. It also needed a way to create clear and consistent learning and development paths for onboarding, re-skilling and upskilling associates across a variety of manufacturing roles.

Background

- PPC already had a learning management system (LMS) in place but needed a more comprehensive and customizable solution to accommodate the company's unique needs for each location, while centralizing enterprise-level information.
- Employee training was extremely difficult to standardize and track: PPC spans 14 manufacturing sites, two distribution centers, and over 1,600 employees.
- Diverse and customized training was needed to safely operate the numerous machines: 32 printing presses, 110 sealing machines, 41 slitters, 9 sheeters, 17 laminators, 6 blown extrusion lines, 4 die-cut label machines, 2 fitment inserting machines, 3 clean rooms, and more.

Local to Enterprise Value

WorkForge was first implemented in one plant in Kansas City, then implemented in a second plant after initial success. Soon after the company was acquired and became PPC Flex, it realized a need for the WorkForge platform at an enterprise level. WorkForge went from being available at two plants to scaling across all PPC Flex locations and serving:

- ▶ **2** Distribution centers
- ▶ **14** Manufacturing sites
- ▶ **1,600** Employees

Why PPC Flex Chose WorkForge

PPC firmly believes in providing a safe and professional environment for all its associates. The following reasons drove PPC's choice to make the switch to WorkForge.

"Our productivity and revenue per associate are the best we've ever had with WorkForge."

- Lisa Miller, HR Leader at PPC Flex

// Robust, Configurable, and Scalable Platform

PPC saw that the WorkForge platform was more dynamic than its existing provider. As an enterprise platform, it offers more features with automation capabilities that are necessary at the corporate level, while still allowing each of the 14 individual sites to modify the LMS for its own needs. PPC was able to control the LMS at the enterprise level while overseeing content and tracking each location's usage.

// Automation Achieves Consistency for Compliance Standards

WorkForge's integration with PPC's HR system automates onboarding. As soon as an employee is hired, their WorkForge account is created, and the PPC-required trainings are automatically assigned to that employee. Training can also be reassigned as frequently as needed for company auditing and compliance purposes.

// Content is Comprehensive, Engaging, and in Multiple Languages

PPC was able to deploy their own existing training content on WorkForge's LMS. PPC also selected additional content from WorkForge's robust course catalog to fill in its gaps. Offering animations, multi-lingual translations with audio options, and gamification, WorkForge's content appeals to all kinds of learners. Each module also includes knowledge checks requiring engagement to progress, ensuring that employees retain what they learn.

// Ease of Implementation and Client Support

PPC believed the client support at WorkForge to be superior compared to its existing vendor. The implementation process was hands-off for PPC. WorkForge managed the implementation, then trained PPC how to easily upload and deploy their own content.

6 Ways WorkForge Drives Company-Wide Impact

EMPLOYEE IMPACT



Holistic training content offers comprehensive development, from hire to retire. WorkForge offers engaging content in both Functional and Foundational areas, enhancing employees' soft and hard skills. The content is visual with audio and captioning options, offered in multiple languages. The platform is customizable and configurable, allowing PPC to deploy its existing trainings AND choose from over 900+ WorkForge courses to fill in gaps.



Career Pathways accelerate new employee orientations and continuous learning. They are mapped to PPC's specific learning paths and regulatory training required for each role. Different leveling systems and badging showcase employee achievements. The training requires interaction, including knowledge checks and assessments to ensure retention. PPC plans to tie Career Pathways to pay progressions for transparency and motivation.



Leadership Development at all professional levels. WorkForge creates paths that turn team members into leaders. Supervisors can identify high potential employees. New managers can access management skills training. Advanced leadership content is offered to Mid and Senior Level managers. Executive development is also available for senior directors and vice presidents.

MANAGEMENT IMPACT



Skills Based Training Matrix alleviates operational staffing. This unique WorkForge tool automates PPC's manual, Excel-based skills training matrix, providing a more visual job role/title mapping for labor allocation and planning. It verifies what skills are available on the floor, increasing team productivity, decreasing operational errors, and product loss.



Job/Tasks Analysis List streamlines onboarding and training. The JTA assesses each job on the site to understand the skills and knowledge necessary to perform it. This allows employees and managers to identify job requirements, task difficulty, frequency, and criticality from a safety and production perspective.



Dashboard for Live Attendance Skills Tracking. Live dashboards in the LMS track skills for all employees in attendance on the production floor. This allows managers to identify skill gaps and over-saturation, enabling leads and specialists to communicate team needs for operational efficiency and high production.

Real Results for PPC Flex

After three years of utilizing all WorkForge has to offer, PPC Flex witnessed the highest productivity levels in company history.

WorkForge creates the perfect convergence between content and an LMS platform. For PPC Flex, it proved all-time high productivity and efficiency results:

- ▼ **20%** **DECREASE IN EMPLOYEE TURNOVER** PPC Flex saw a drop from 30% to 24% in employee turnover.
- ▲ **42%** **INCREASE IN TRAINING ENGAGEMENT** After switching to WorkForge, engagement substantially increased. The average number of courses a PPC Flex associate completes is 17.5!
- ▼ **31%** **REDUCTION IN MACHINE TRAINING TIME** Employee training to run a specialized machine went from taking 6.5 months to 4.5 months.
- ▼ **10X** **REDUCTION IN WASTE AND REWORK** PPC saw quality improvements and reduction in scrap and calls related to quality issues across the board.
- ▶ **46%** **OF ASSOCIATES COMPLETE CAREER ADVANCEMENT COURSES** These courses are voluntarily taken by employees to further their professional development.

Together, WorkForge helps PPC exceed the expectations of its customers and suppliers by providing industry-leading development training, leading to a higher-quality workforce that produces higher profits, at the lowest cost possible.

"It is much more than a content company; WorkForge is helping us solve our most critical business and operations problems."

- Lisa Miller, Director of HR, Training & Development at PPC Flex

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