Alchemy's Coach App

Enhance Your Continuous Learning Environment for Compliance

March 14, 2018

Janelle Paige, Senior Training Manager, *Greencore*
Jason Moore, Product Manager, *Alchemy Systems*

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Welcome!

- **Audio Options:**
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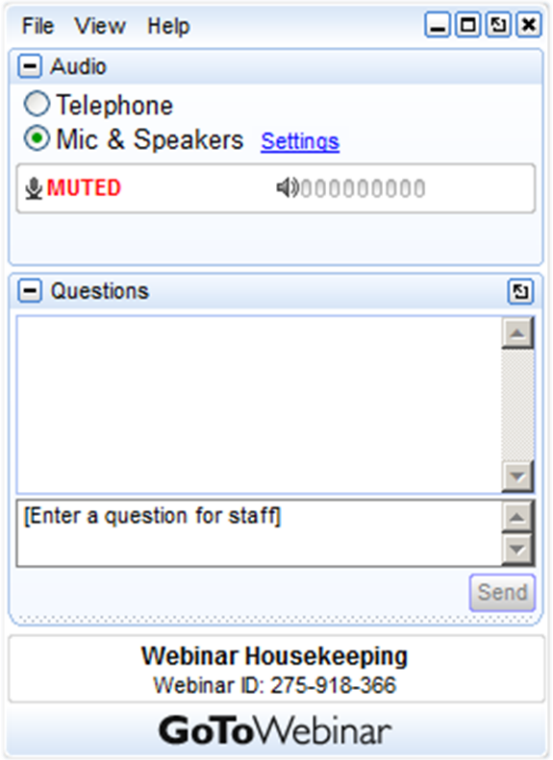

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Today's Speakers

Janelle Paige
Senior Training Manager

Jason Moore
Product Manager

Agenda

1. Introduction to Coach
2. Best Coach Practices from Greencore
3. What's next for Coach?
4. Q&A

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Introduction to Coach

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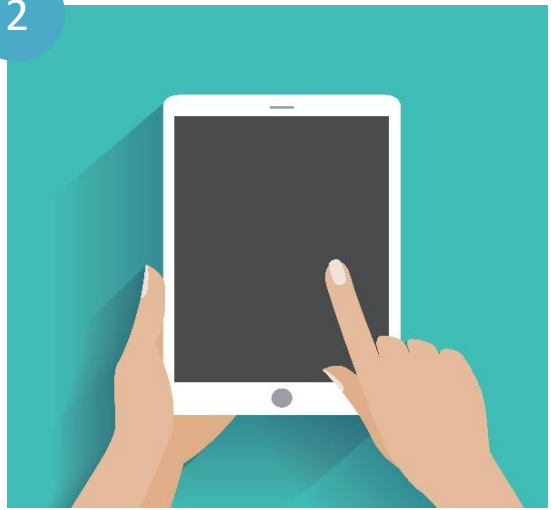
What is Coach?

1

Create observations

2



Perform observations

3

Generate reports

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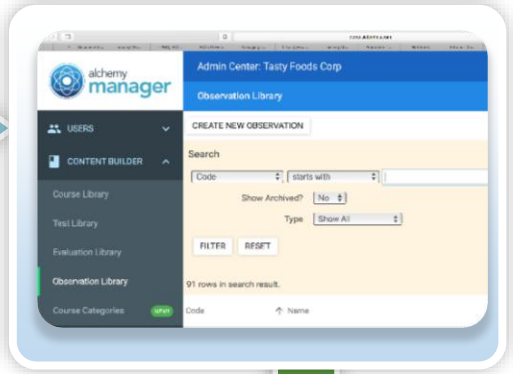
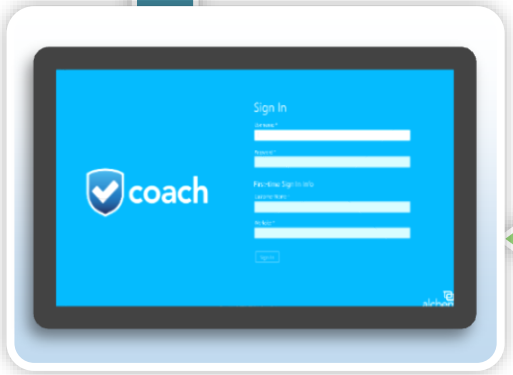
UPLOAD: Completed Observations & Corrective Actions

Manager (web app)



UPLOAD



DOWNLOAD

DOWNLOAD: Users, Observations & Corrective Actions

Coach (tablet app)

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How does Coach help organizations?

- Foster positive on-the-job supervisor to employee interactions
- Ensure compliance of GMPs, work instructions, and safety requirements
- Document and track corrective actions
- Capture and sign off for on-the-job trainings

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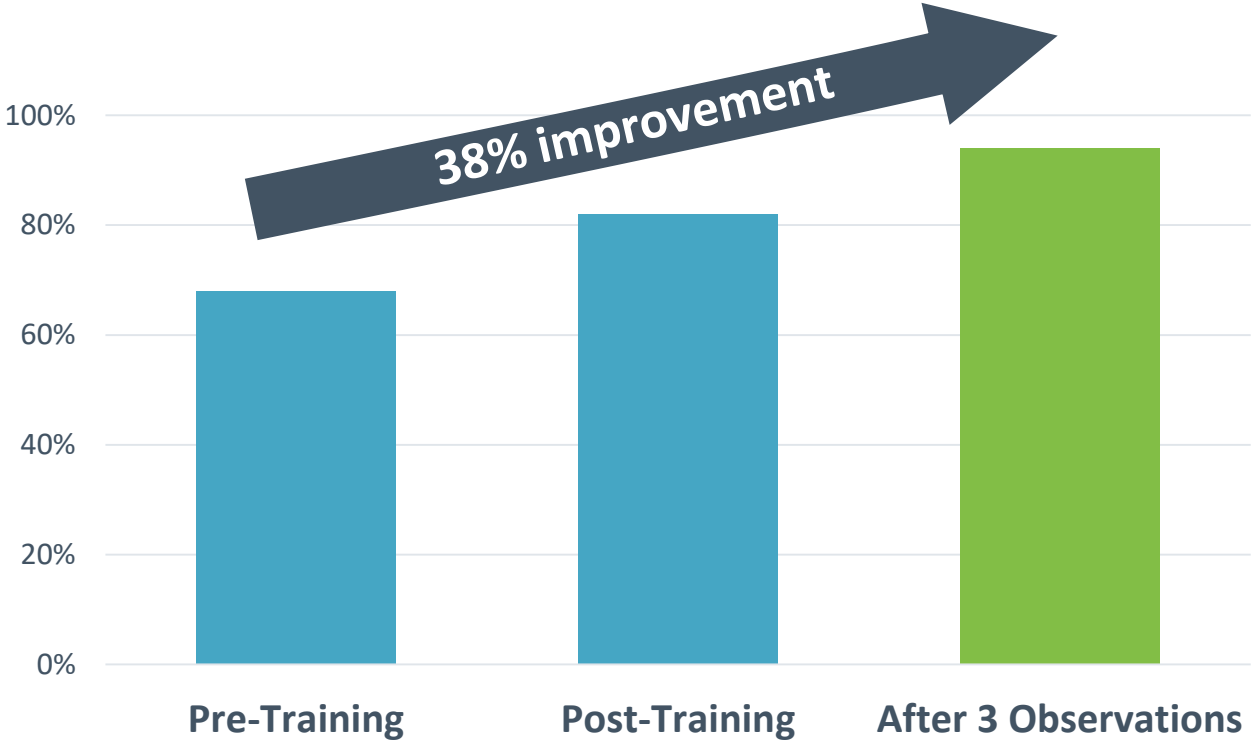
Alchemy Drives Behavioral Change



"People do what you ***inspect***, not what you ***expect***."

– Louis Gerstner, Jr., IBM

Source: "The Positive Impact of Behavioral Change on Food Safety & Productivity," Robert Meyer

Best Coach Practices from Greencore

Greencore – About the Company

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Program Development

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Define the Program

Build Material/Content into COACH

Train Subject Matter Experts
on Content and COACH

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Implementation Process

- Supervisor Observations – Scale System 4 to 1

4	3	2	1
EE completes PROCESS X with 100% accuracy in the time permitted	EE completes the check but not in the timeframe permitted. There are no documentation errors	EE completes the paperwork but has a documentation error	EE does not understand PROCESS X

Implementation Process

- Train Subject Matter Experts
  - Using COACH Courses
  - Company Program Content

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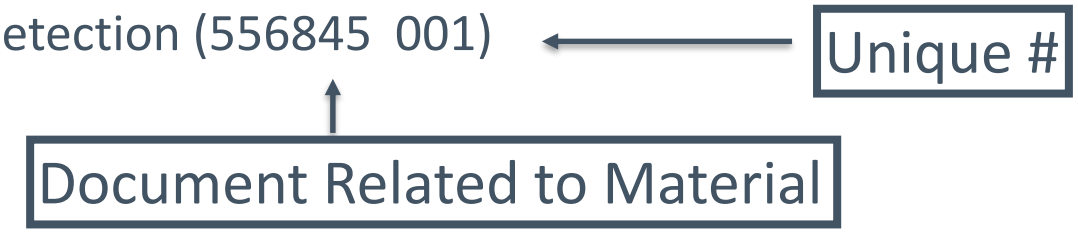
Implementation Process

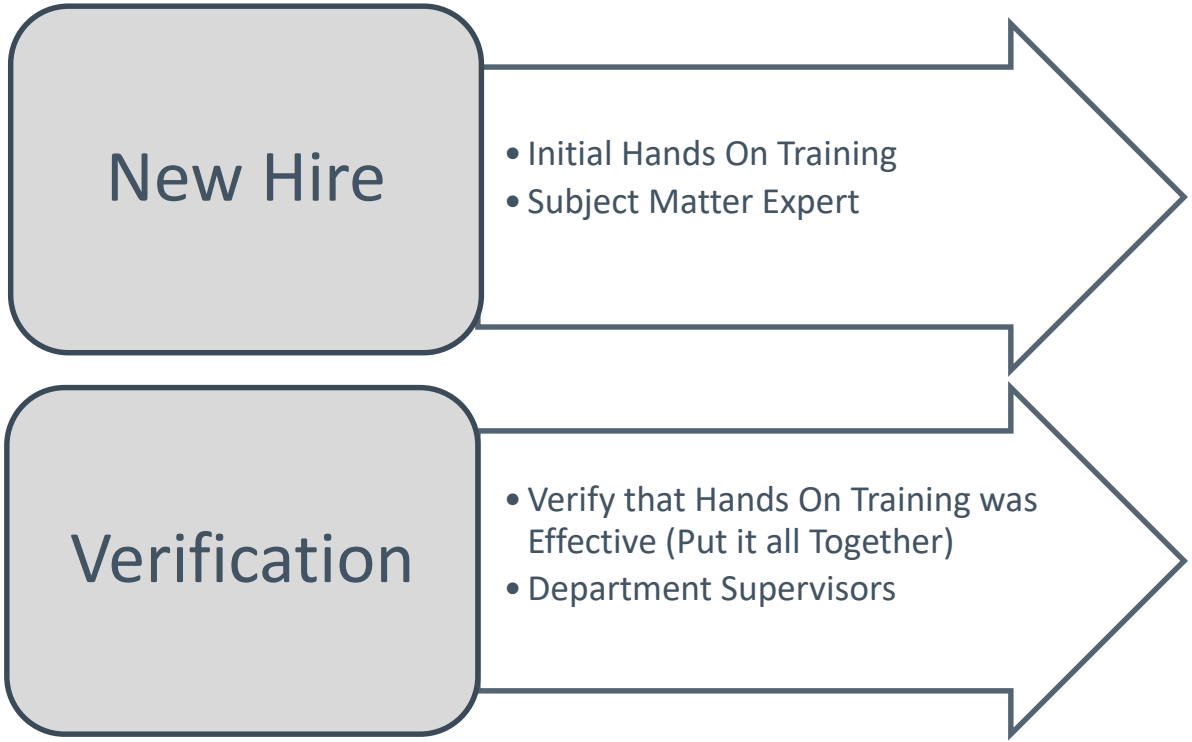
- Tip: Each observation created has it's own unique # in the Title.
- Ex. Metal Detection (556845 001)



- Central System to Track Observations Created

Name	Sequence	Initials	Worksite	Purpose
Verification – XYZ (557890 001)	001	JP	All	Annual Verification

Implementation Process



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Expansion

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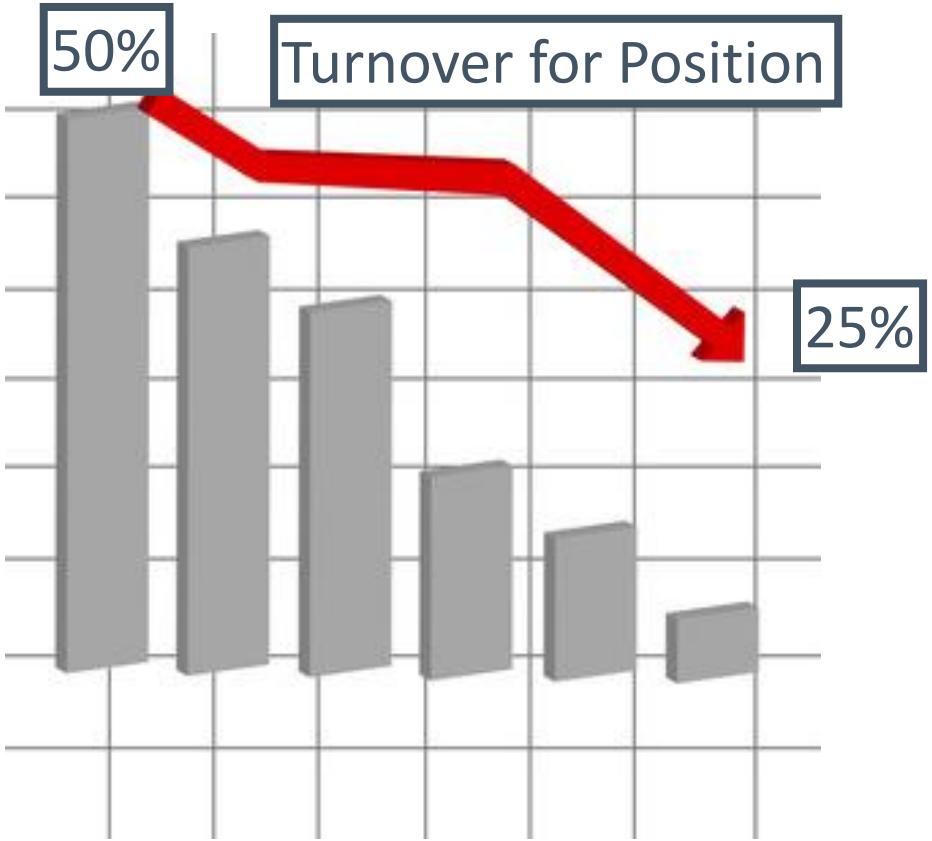
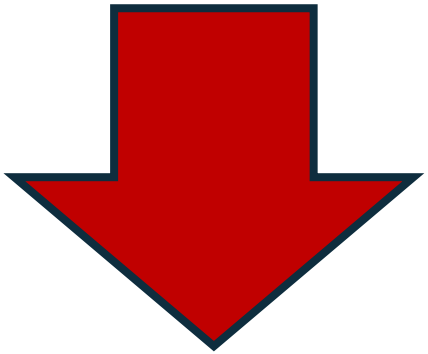
Results



Results

Due to work optimization, up-skill, reorganization of tasks



50% Reduction of Staff for Role

- Internal Promotions
  - Production Leadership
  - Continuous Improvement
  - Supply Chain
  - Maintenance
  - Training
  - Quality Assurance

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Feedback on Program

- “Everyone is helping. Ownership is given to everyone.”
- “Teams are more independent. They are able to take the tablets and do it. Coaches can see who is assigned.”
- “Signature of the employee is right there.”

Push
TO
Pull

What's next for Coach?

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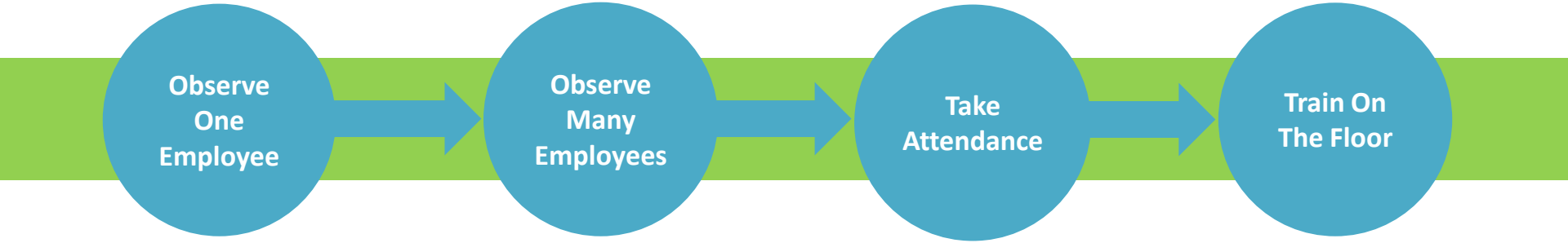
Product updates

- Alchemy is currently overhauling the Coach application to include:
  - All new user interface (consistent across platforms)
  - Support for **Android** tablets
  - Support for **iPhones** and **Android** phones
  - The ability to **observe multiple employees** at the same time
- All of these are slated for late early Q3

The evolution of Coach



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Is the employee demonstrating proper lifting procedures?

Observer

Performing an observation on one employee (currently)

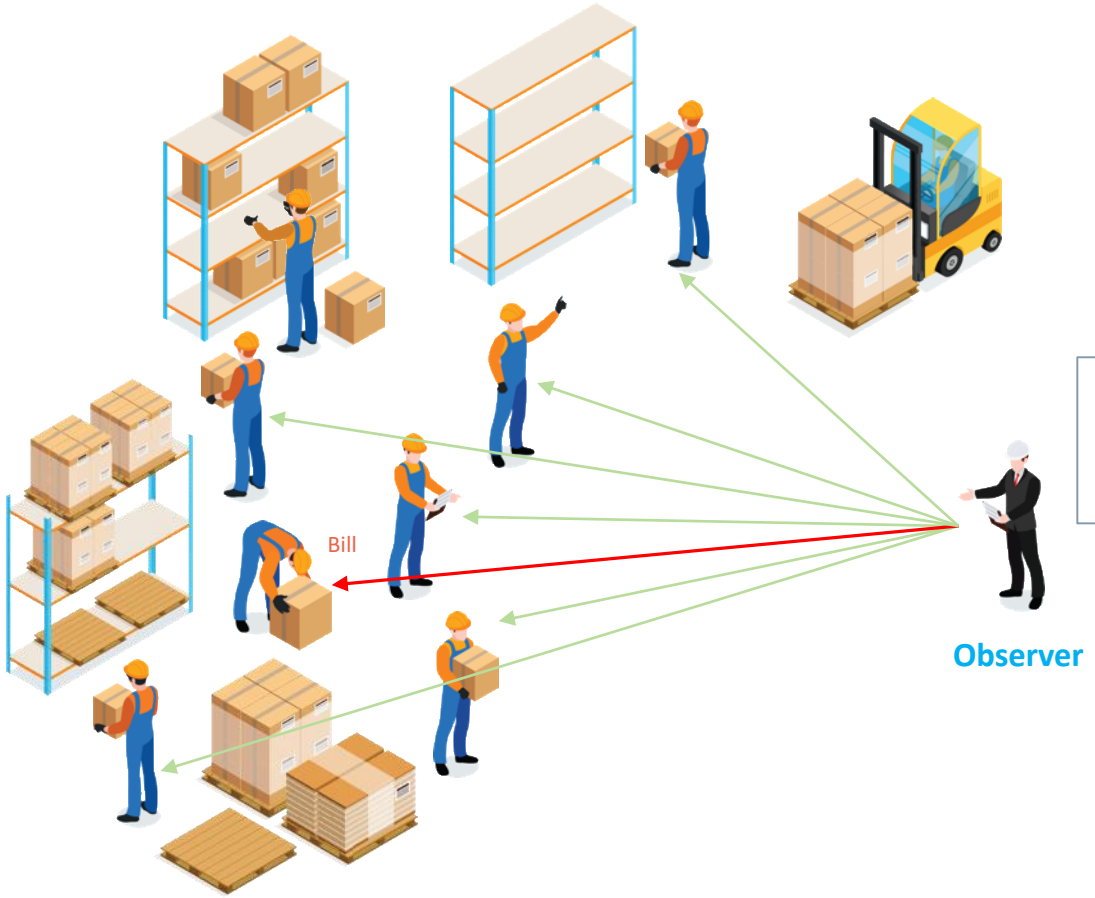
Yes, employee is demonstrating proper lifting procedures.

Observer

Performing an observation on one employee

Are all employees demonstrating proper lifting procedures?

Performing an observation multiple employees



No, not all employees. Which employees are not? Bill Miller.

Performing an observation multiple employees

Take attendance

Facility leaders need an efficient way to quickly record attendance for events that take place in the work area, so that they can deliver and track these events as part of a larger training plan.

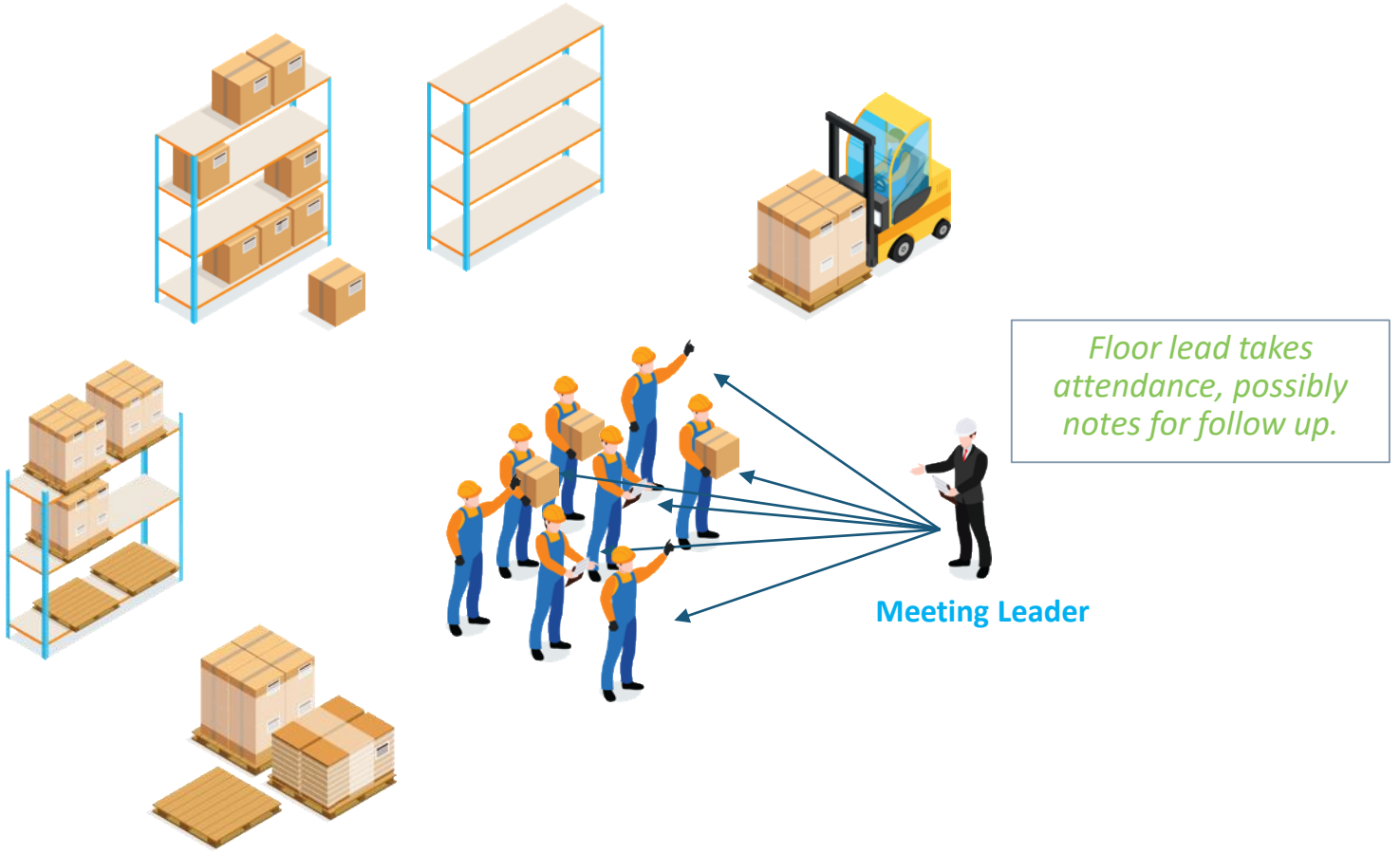
Rather than the coach observing the group from a distance, he/she is speaking to them directly and taking attendance.

Knowing which employees were present will allow employers insight as to how much information is being shared on the floor.

Today, let's discuss the 4 principles of proper lifting procedures.

Meeting Leader

Meeting Leader chooses a topic to speak to from a list of available topics



Meeting Leader captures attendance and each employee receives a transcript of the event

Train on the floor

Facility leaders need an efficient way to quickly create, deliver, and validate on-the-job training so instructions are standardized and measured over time.

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Mobile access to content can easily translate to trainings that would normally occur on the production floor, be added to the training agenda that is currently being tracked within Alchemy.

Today we'll train on how to load the palletizer.

Supervisor

Meeting Leader chooses a instruction to cover with one or more employees

Today we'll train on how to load the palletizer.

Supervisor

Meeting Leader takes attendance and each employee receives a transcript of the instruction

Q & A

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THANK YOU

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