



**A customised assessment and training programme helped a large multinational food and beverage company reduce unsterility cases by 55% at one of its plants.**



## Customer

A large multinational food and beverage producer.

## Challenge

One of the plants had a high number of unsterility cases because operators lacked the skills needed to carry out proper cleaning of production equipment.

## Solution

Customised assessment and training were developed to meet the specific needs of the plant, allowing for short and effective sessions.

## Results

By combining the assessment and training programme with parallel initiatives unsterility cases were reduced by 55%.

## Customer challenge

A plant operated by the customer, primarily producing milk products, had a high number of unsterility cases. The customer suspected that these issues occurred because operators lacked the knowledge and skills needed to carry out their normal duties and tasks, including maintenance and cleaning. While some aspects of cleaning are common-sense, others require appropriate knowledge of the equipment, such as the areas to clean and the required frequency of cleaning. The resulting unsterility cases led to increased cost of waste due to batch recalls.

## Our solution

An Assessment of Operators carried out by Tetra Pak determined that operator training, mainly focusing on Man and Method within the 4-M model\*, would improve competence levels. Customised staff assessment and training were therefore developed to meet the specific needs of the customer, as part of the Education & Learning pillar of Total Productive Maintenance (TPM).

Assessment was carried out by means of written tests, individual interviews and observation in order to determine the competence level of technicians and to measure training gaps. This kind of assessment can be carried out with a representative sample of operators, since sub-optimal practices tend to be shared among the team over time. Four operators were therefore assessed during the course of a week.

Customised training was then developed. It allowed for short and effective sessions where operators learned the skills required to clean production equipment safely. A two-day training session was delivered to two teams of eight people (the normal session size of six operators was increased for the pilot). The complete training package also included a significant practical component: 80% was made up of actual tasks at the machine and 20% was classroom training. In total 16 operators were trained.

## Results achieved

Operators learned how to carry out cleaning procedures correctly, so as to enhance product quality while protecting their own safety. As a result, by combining assessment and training with parallel initiatives the customer was able to reduce unsterility cases by 55% at the plant. After observing the outcome, the customer decided to extend the assessment and training programme to other plants around the world.

### The key principles when implementing TPM are:

- Secure that the current situation in terms of performance, cost and risk is clearly defined
- High focus on the foundation, to enable deployment of methodologies in a sustainable way
- Use Daily Management System (DMS) to create people empowerment
- Involve the whole organisation, from left to right and top to shop floor
- On-site hand-in-hand coaching and audits by Tetra Pak

\*Man, Machine, Material, Method

# Tetra Pak® Training Services

## Competence development to boost your business

Tetra Pak® Training Services give your people knowledge and inspiration to be the best at what they do, improving operational performance and increasing employee engagement, to drive sustainable growth of your business.

### Customer case

**A large multinational food and beverage producer.**

**Challenge:** A high number of unsterility cases because operators lacked the skills required for proper cleaning of production equipment.

**Solution:** Customised assessment and training to meet the specific needs of the plant.

55%

Decrease  
in unsterility  
cases



Product quality  
enhanced



Employee safety  
protected

## Tetra Pak® Services

Tetra Pak® Services cover every aspect of your food production, from daily routines to business insights. Our tailored service solutions improve performance, optimise costs and ensure food safety throughout the lifecycle of your operation. With Tetra Pak as your partner, you get the people, portfolio and presence to achieve your performance goals.

Find out more about Tetra Pak® Services at [tetrapak.com/services](https://www.tetrapak.com/services)

