

## Work Based Training & Development Delivers Dramatic Results

### Identifying the Need

Hitchen Foods, part of the Bakkavor Group, produce prepared vegetables and convenience salads for customers including Sainsbury's, ASDA, Morrisons and The Co-operative. A need was identified to strengthen their lean processes whilst embedding a positive behavioural and culture change across the site.

### Solution

With over 22 years' experience of deploying business focussed solutions, CQM Training & Consultancy Ltd, were able to work closely with Hitchen Foods to develop a comprehensive training programme directly responding to the core business needs. CQM T&C coached the teams to take ownership of their own working processes, identifying improvement projects and providing them with the necessary skills to implement and sustain improvements.

**"It has opened our eyes to what can really be achieved by small changes, evidenced not only in our bottom line & production, but through the positive impact upon site culture.**

**We are impressed by the achievements and have continued to roll the development out to more employees."**

Cian Short,  
Training Manager

### Results

This dynamic collaboration between the two companies, has already delivered dramatic results for Hitchen Foods. As Damian Zareba, Mixing Team Manager comments, "Our teams can see we are putting new systems and improvements in place that are working effectively and making their daily processes easier. Consequently, the ripple effect throughout the company has been staggering, generating a perceptible increase in the awareness of Continuous Improvement processes across the whole site."

Industry:

**Manufacturing**

Sector:

**Food & Drink**

Location:

**Wigan**

Training Solution:

**Food Manufacturing Excellence (L3)**

**Improving Operational Performance (L2)**

Candidates:

**Line Managers, Team Leaders, Production Operatives**

N<sup>o</sup> on Programme:

**23**

Savings Achieved:

**£310,000**

Andy Cheshire, Managing Director, CQM T&C added, "The commitment and support from everyone at Hitchen Foods to the program has been one hundred percent, and because of this dedication the rewards have been tremendous."

CQM T&C have been elected as: