

CUSTOMER CASE STUDY

Global food leader Leclerc Group prepares for a retiring workforce

LECLERC - leclerc.ca
Industry - Food and Beverage

Goals

- Standardize employee training
- Reduce unplanned downtime
- Improve workplace safety

Challenges

- Retiring workforce
- Few tools for collaboration

Solution

- AVEVA™ Teamwork

Results

- Equipment downtime decreased by 5.9%
- Time spent training employees decreased by 80%
- Fewer workplace accidents

For the Leclerc Group, loss of employees due to retirement makes retention of best practices more difficult in their three factories. As a leader in the food industry for more than 110 years, the idea of using a tool that would allow the company to easily safeguard and share the knowledge of its employees was a solution to be considered.

The Leclerc Group realized AVEVA Teamwork was the perfect tool to prevent and overcome the main challenges it faced:

- Unplanned downtime
- Lack of standardization of training content

By providing the necessary support and functionality, AVEVA Teamwork would significantly contribute to the improvement of organizational learning and the activities of Leclerc's facilities.

In the era of the fourth industrial revolution, Leclerc sees AVEVA Teamwork as a perfect solution to eliminate paper-based procedures. In 2014, Leclerc used AVEVA Teamwork in six plants in Canada and the United States. Since then, the benefits have been remarkable. AVEVA Teamwork not only proved to be a success with Leclerc's initial set-up objectives but also brought new insights into plant practices, allowing for improvements at other levels.

“Problems that used to take hours to solve are now resolved in a few minutes.”

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Marcela Muñoz
Business Unit Manager, Leclerc Group

Question and answer

Do you think AVEVA Teamwork promotes collaboration within departments and helps break down operational silos?

Yes. With the implementation of AVEVA Teamwork throughout our group, all employees of the organization have found the tool to be profitable, fostering interactions, and arousing interest in the activities of all departments.

How does AVEVA Teamwork enable better cohesion between the management team and the employees?

Unanimously, employees who responded to an internal survey said that AVEVA Teamwork was an innovative solution that facilitated communication. Managers benefit from close contact with events on the factory floor. Through the use of videos, photos, and comments on the news feed, supervisors can also better communicate with employees and understand their everyday reality.

Do you believe that AVEVA Teamwork encourages employee engagement and helps improve the work environment?

With AVEVA Teamwork, users are eager to contribute to the business and help their colleagues. AVEVA Teamwork has significantly changed the culture at Leclerc. The platform has catalyzed the development of a culture based on a common goal.





Benefits

Significant improvement in training processes

Statistics show that training videos have reduced learning time by 75%, which represents an enormous economic benefit for the company. Employees can now learn independently and maximize training outcomes. Besides, creating training videos is considerably faster than writing paper training materials. The time savings is around 80% according to Leclerc's internal analysis.

Increased productivity

With the use of AVEVA Teamwork, the time savings are considerable. At Leclerc, equipment downtime fell by 5.9% while start-up and changeovers were down 31%. The productivity of equipment and employees has also improved thanks to the easy access to information, collaboration, and mutual assistance that AVEVA Teamwork provides.

Health and safety

The availability and quick and easy access to training content for the Leclerc Group also had a positive impact on occupational health and safety in the various factories. By facilitating the sharing health and safety best practices in video format, AVEVA Teamwork helps promote a safe work environment. As a result, employees are more aware of the risks associated with certain procedures, and the number of accidents has decreased.

To learn more about AVEVA Teamwork, please visit: aveva.com/en/products/aveva-teamwork

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