

# Halo's e-learning helps dairy to deliver

Training is important to keep staff up to speed on the operations in processing and packaging operations, and Halo Support Services uses e-learning across the whole plant

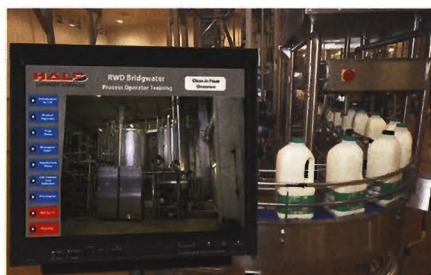
**H**elping to further reduce downtime and increase profitability, Halo Support Services has recently successfully completed a two-year On Demand Training (ODT) project for Robert Wiseman Dairies (RWD). The fully interactive e-learning tool uses stimulating animation, video and audio commentary to provide training and reference material for RWD engineers using the company's automation system across six dairy sites. Halo also supplied operator training for every aspect of the newly opened Bridgewater facility.

The automation project was commissioned after Halo conducted an in depth needs analysis which included interviewing maintenance engineers based at the Droitwich, UK, dairy. The main objective was to provide an easy to use training solution and accompanying reference material that would allow engineers to efficiently diagnose and correct faults within the automation system at RWD facilities located at Aberdeen, Bellshill, Cairn Place, Droitwich and Manchester, with the aim of further reducing downtime and increasing profitability.

Some of the Halo training was generic but other material was site specific since the automation system differed at each site.

Following completion of the Automation Project, Halo was asked to provide operator training for the new Bridgewater Dairy. Halo split this training into self-contained modules which can be used to train new staff or accessed individually for reference or re-training purposes. As it is multimedia based, Halo's ODT concept can be used for self-learning or as the core content of a classroom-based training course.

The filling hall training starts with an introduction to milk grades, bottle sizes and



The bottling line at Robert Wiseman Dairy in Droitwich, UK, where Halo Support Systems has completed a two-year On Demand Training project

sleeving. A training module explains the process from raw milk and empty bottles to filled bottles loaded onto a trolley ready to enter the distribution chain. Detailed guidance is included for all the major dairy equipment such as sleeveers, fillers, trolley packers and product handling. Batch change-over is described for each area of the filling hall. In addition, there is a module dedicated to routine cleaning of each piece of equipment including CIP. Bottle and trolley handling procedures are also included.

As well as ODT, Halo now offers a wider range of solutions to equipment manufacturers and end users in the food, beverage and pharmaceutical production and processing markets, all of which are designed to further improve production efficiencies and have a positive impact on the bottom line.

Halo's expanded portfolio is geared towards ensuring better and more efficient use of production equipment within the food, beverage and pharmaceutical markets. Mainly aimed at improving communications techniques, it includes operational and service manuals, health & safety documentation, standard operating procedures, as well as sales & marketing support materials.

In addition, for customers requiring a higher level of support, The company is able to utilise its extensive engineering and technical expertise to conduct complete reviews of plant processes and operating procedures.

The RWD Automation Training covered the following topics:

- An animated description of the dairy process and automation system
- Technical description of the automation system
- Introduction to PLCs
- Introduction to networks
- Introduction to software support tools
- Detailed training and description of the automation components
- Fault finding guides and flowcharts
- Detailed procedures for replacing automation components
- Detailed procedures for reloading software and configuration files

#### About On Demand Training:

ODT allows the user to manage its own training at a pace and level it feels comfortable with and gives it access to information at any time of the day or night. It improves morale by demonstrating a clear investment in people and can be easily modified and expanded as plant operation changes with the introduction of new products. Providing instant operation information about equipment and processes, ODT ensures personnel have access to training at all times, including night shifts when providing support and maintaining top performance is particularly challenging.

ODT modules can be conveniently accessed via PCs, laptops, or web-based browsers. Help links also keep operators in close contact with equipment suppliers, minimising downtime and improving profitability. ■

#### Contacts

[www.halosupport.co.uk](http://www.halosupport.co.uk)