



## NEWS RELEASE

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# GETTING WISE TO ON DEMAND TRAINING

### **Wiseman's Dairies chooses e-learning technology to improve training and understanding of set-up & maintenance of Line Production System**

Halo Training (tel: 01635 201768) has recently developed a CD-based On Demand Training (ODT) tool for Wiseman's Dairies' Bellshill facility. The state-of-the-art e-learning technology covers the functionality and maintenance of the Line Production System (LPS) used in the dairy's filling halls and is designed to further improve training standards while increasing operating efficiencies.

Recognising that traditional training manuals were either not read or sufficiently understood, Wiseman's approached Halo to develop a cost-effective e-learning programme to help familiarise new personnel with the LPS, and as a reference aid for existing engineers who only occasionally used the equipment. The LPS is located in the dairy's filling hall and is a quality control procedure which checks that the correct quantity of milk is filled into polybottles together with the right labels and coloured caps.

At the centre of the LPS is a PC with a user interface which provides batch information and has several engineering / diagnostic screens. After completing the needs analysis, Halo split the ODT programme into several categories; overview of the dairy operation from milk procurement through to depot delivery; how to operate the LPS computer; how to fault find major components; how to access information from the database, reference documentation; and fault finding charts.

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“ODT offers a cost-effective means of delivering good quality training without the associated overheads of setting-up and running a separate department,” comments Calum Robertson, Automation Training Engineer, Robert Wiseman’s & Sons. “We recognised an urgent need to strengthen the training of our engineering personnel and the ODT programme offered an easy-to-use, engaging and visually stimulating learning environment without the need for dedicated training staff. Its modular approach was particularly appealing.

He continues: “Initial feedback from the workforce has been favourable. In fact, we recently conducted a formal trial utilising experienced and recently employed engineers as test students and both found the content useful and learning interface intuitive. Comments have been so positive that we’re now in discussions with Halo about developing ODT for other processes at Bellshill as well as other Wiseman’s sites.”

Provided on CD or high speed intranet / internet, each bespoke, highly visual ODT solution incorporates stimulating animation, video and audio commentary to help clearly demonstrate plant processes and equipment operating functions and procedures.

Halo’s ODT modules can be provided via PCs, Laptops, or web-based browsers. Help links can also keep operators in close contact with equipment suppliers minimising downtime and improving profitability. Lifetime support contracts are also available.

## **ENDS**

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