

# Unilever Bestfoods

Unilever Performance Hits Record Levels!



**Unilever is one of the world's leading suppliers of fast-moving consumer goods. It comprises of three global divisions - foods, home care and personal care.**

Linac had been working with Unilever for a number of years when it was engaged to support the sachets operation at the Burton production facility. The site required immediate improvement in both system throughput and product quality to satisfy future demand. Targets required were 80% efficiency and zero defects.

The main objective was to build a robust operation that would transfer and embed new skills and behaviour and deliver sustainable performance improvement. The programme had to address the methods for achieving Best Operating Practice (BOP), design and develop new performance measurement and review systems, coach and train teams in a series of continuous improvement techniques and improve the overall level of effective line management and team working.

Linac carried out a detailed process analysis to prioritise and quantify the focus for improvement. This was coupled with a review of the essential core operating skills using Linac's Best Operating Practice (BOP) matrix. Existing practices such as set up, running adjustments, changeovers and autonomous maintenance were reviewed and variation eradicated and new best practice established. New ways of working were visually documented and underpinned with new assessment criteria. A modular training programme then up-skilled the teams to provide a consistent skills base and reduce performance variation.

New performance measurement systems and review structures were coached in, providing accurate data and focus, whilst increasing participation and the ownership for performance. 'Reliability Indexes' provided teams with an effective means of tracking equipment effectiveness and ensuring all improvement activity is focused'. Throughout teams and team leaders were coached in a series of continuous improvement and management techniques that led to dramatic improvements, consistent gross efficiency above 80%, zero defects and very positive staff morale.





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...And here is the great feedback that we got from Unilever!

*“At the 3-month stage performance had exceeded all expectations, with all records broken and consistent gross efficiency at 80%. This is the direct result of the programme.”*

**Edward Moul, Packaging Production Manager  
Unilever Bestfoods.**

*“All working practices were standardised and within 3-months all operators had received training in all skills modules. The programme ran smoothly and very efficiency. The results were exactly what we had hoped for. A great achievement.”*

**Mark Wearing, General Manager  
Unilever Bestfoods.**

**Call Linac today to find out how we can help you to get the best out of your coaches**

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Learning Technologies



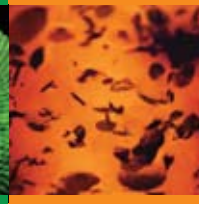
Customer Service



Sales



Training for Trainers



Personal Effectiveness



Coaching



Management



Leadership

