

//CASE STUDY

IMPROVING PRODUCTION AND REDUCING TURNOVER FOR LIFELINE FOODS



How LifeLine Foods Transformed Onboarding and Retention with Custom Training

LifeLine Foods, a farmer-owned corn milling and manufacturing company located in Saint Joseph, Missouri, operates around the clock 365 days a year. LifeLine is not your average corn mill; it is one of the largest corn milling facilities in the world, employing over 185 people and supporting well-known clients like Frito-Lay and Georgia-Pacific out of its 780,000 square foot milling facility.

While LifeLine was excellent at adhering to food safety standards, the company struggled with employee retention, consistent training across teams, and being able to provide other necessary training to bring new employees up-to-speed quickly.

The Challenges

- **Consistency:** The company's previous methods of employee training were manual, often utilizing Power Points and paper quizzes. This led to tracking and reporting done by hand, inconsistent delivery of content, and ultimately a workforce that was not fully prepared to handle the demands of their roles.
- **Comprehension:** Frequent issues arose from employees who didn't fully understand how to operate machines and perform key tasks in their role correctly and in a safe manner.
- **Turnover:** The lack of accessible training was a contributing factor to high employee turnover in certain positions.

In a facility that never stops running, LifeLine needed a standardized training solution for its processes that was customizable, repeatable, and comprehensive. Its goals were to **focus on optimizing new employee training, decrease time to proficiency, and effectively measure that employees retained the training knowledge.**



"The big things for me are safety and quality. When you have well-trained employees, you have an advantage as a food manufacturer."

- Kevin Kelly
CEO of LifeLine Foods

The Solution

LifeLine Foods chose to partner with WorkForge to enhance its training program. The partnership aimed to develop a comprehensive and customized employee training program that would standardize training content delivery, improve safety, and increase employee satisfaction by providing:

- **Custom training modules:** WorkForge created 24 custom modules (with 12 more underway) specifically designed for LifeLine Foods' operational needs, including New Employee Orientation, Safety, and department-specific modules related to equipment and processes.
- **Interactive learning formats:** The custom modules featured LifeLine employees demonstrating the correct procedures and methods, along with assessments, and written components to enhance employee engagement and knowledge retention. Administrators could also track completion.
- **Focus on high-turnover areas:** Although multiple departments had custom content created, there was particular focus on those areas that generally experienced higher turnover, like Packaging.



"Our employees really like the custom content because they can see the things that are around them... it makes it very easy for employees to understand."

- Adrea Dougherty,
Director of HR

"Before, we were struggling to hit 2,000 bags a shift. We now hit 4,000. Training has been a big part of that."

- Kevin Kelly, CEO

Results

The impact of the WorkForge training program has been substantial:

- ▼ **DRAMATIC DECREASE IN EMPLOYEE TURNOVER** Particularly in the Packaging department where turnover rates dropped sharply.
- ▲ **DOUBLED PRODUCTIVITY** Attributed to employees' enhanced understanding of their roles and procedures.
- ▲ **INCREASED CONSISTENCY AND SAFETY** Standardized training led to more consistent operations, minimizing disruptions and promoting a safer work environment.

Looking Ahead

LifeLine's partnership with WorkForge was a pivotal decision. By investing in a customized training program, the company has improved productivity, reduced turnover, and created a safer and more consistent environment.

To learn more about WorkForge's learning and development solutions, scan the QR code and book a demo with a member of our team.

