

“ PointBeyond had excellent technical knowledge but most importantly they were skilled in its practical application.

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Web-based training tool raises standards in UK sandwich industry

PointBeyond built an online training and testing tool to help the British Sandwich Association raise hygiene standards through education and monitoring.

The British Sandwich Association (BSA) is the trade body for the £5 billion UK sandwich industry. One of its core objectives is to safeguard the sandwich industry's reputation.

Raising standards

The BSA had been concerned for some time about inconsistencies in hygiene training levels among production staff in sandwich manufacturing. “We were concerned that there needed to be better training throughout the industry, and particularly where staff were brought in from agencies,” says Jim Winship, Director of BSA.

With the relatively high mobility of the sandwich manufacturing workforce the BSA needed to provide training that was relatively low cost, flexible and accessible. Web-based training was the obvious answer.

Online training and testing

PointBeyond, in partnership with graphic design company Heath Associates, designed and built an easy-to-use online training and testing tool. The site was built to detailed specification, using a combination of ASP.NET and SQL Server to provide dynamic content, commerce capability and management reporting.

When an organisation signs up to the training scheme it can purchase as many individual courses as it needs; employees are given automatically generated access codes that they can use to log in to the training. Each sandwich company manages its own set of courses and can monitor the progress of its employees using built-in reporting tools.

The course is 2 hours long and contains 30 pages, with multiple choice questions after each of the six sections. Registrants have up to 3 attempts to pass the course; and because questions are drawn from a pool in a randomised sequence, they are unable to cheat by memorising or recording questions.

Customer:

British Sandwich Association

Industry:

Manufacturing

Service:

Web development

Company Challenge

- Maintain hygiene standards in UK sandwich manufacture
- Provide low cost training to mobile workforce

Solution Summary

- Online training and testing tool

Key Technology

- ASP.NET
- Microsoft SQL Server

Benefits

- Low-cost, high-volume training
- Built-in reporting
- Easy to update

Management reporting

The BSA had originally considered issuing training CDs, but these had their limitations. "CDs would have been a good low cost option, but once they were sent out there would have been no feedback," says Ksenia Woodgate, Project Manager at PointBeyond. "Detailed reporting capability was clearly of huge benefit, so an online version was the best way forward."

Built-in reporting provides information both to the sandwich companies and to the BSA. For the BSA, this means it can track how well different companies perform in the tests and get a feel for levels of improvement in knowledge and standards. It can get data on which organisations have signed up, who bought what and when courses have been used.

Encouraging response

PointBeyond designed the web site to make it easy for the BSA to update it if there any regulatory changes in the industry. The next step is to build different language versions to cater for the relatively high numbers of immigrant workers in the industry.

The site is in its early stages but Jim Winship is encouraged by the response so far. He says: "The web training tool is being well received in the industry. Our main objective is food safety and we want to get training in to as many people as possible at the lowest possible cost."

For more information

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