



PART OF **nocn** GROUP

PRODUCTIVITY CASE STUDIES

NOCN works with employers from micro businesses to large corporates on productivity improvement, offering a complete learner package.

The following case studies are just a few examples of the work that we do with our customers internationally.



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CASE STUDY: NORSELAND LTD – IMPROVING PRODUCTIVITY



PART OF **nocn** GROUP

LOCATION: UNITED KINGDOM

THE BRIEF

A global speciality cheese business with innovation at its heart, Norseland brings together Norwegian and British expertise in cheese production and manufacturing. Norseland has a range of award-winning sweet and savoury cheeses that are successful both in the UK and around the world. Taking centre stage from Norway is Jarlsberg®, admired by leading chefs worldwide, whilst brands from the UK include the ever popular Applewood® Cheese, Mexicana®, Ilchester® and Five Counties®.

Norseland worked with Devon-based training provider ATN Teaching & Consultancy Services Ltd to support a middle manager to undertake the NOCN Level 4 Management of Productivity Diploma.

The manager completed the following units through a combination of e-learning, via moodle.nocn.org.uk, projects, assessments, professional discussions, and mentor support:

- Strategic Management
- Continuous Improvement
- 5S to Improve Productivity
- Organisational Development for Improved Productivity
- Workforce Planning to Improve Productivity
- Performance Measurement & Management
- Using Benchmarking to Improve Performance
- Risk and Issue Management
- Planning for Operational Change

“A smart and forward looking business looks at improving its productivity. Therefore, it comes as no surprise, that as a nation, productivity is a hot topic. NOCN’s suite of Managing Productivity qualifications in conjunction with ATN’s flexible learning approach, professionalism and passionate collaborative support has proven to be a winning formula for Norseland.”

Sean Boyle, Director of Training Development at ATN Teaching and Consultancy Services Ltd.

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WHAT WE DELIVERED

Up-skilling the future needs of any management team, is an essential step in developing a business. Norseland have embraced this and although the delegate undertaking the Diploma route, has found certain aspects of the qualification challenging, he has found the support given, the course materials - physical and online, and the variety of assessment approaches and outcomes has been most beneficial.

The challenge is to find a balance between the needs of the employer, the employee and the qualification itself validity. A collaborative approach between ATN and Norseland has ensured that these endeavours will have maximum impact on the learner, productivity improvements and complement Norseland's forward looking succession planning strategy. A work based projects and assignments approach is enabling theory to be put into practice.

The improvement has been seen in several areas. Not only has the learner benefited from becoming much more confident and capable in their role, but also their ability to work more independently and more efficiently by identifying and providing solutions to challenges and issues. This has benefited both his team and senior management. The Operations Manager has noted that he is no longer heavily relied upon for strategic support, which is saving duplication of effort and freeing up his time for higher level tasks, while those in his team are able to take on more responsibility and deliver better results. A greater understanding of the company's vision and mission and the role of enhanced productivity in delivering it is now embedded into the day-to-day operations rather than just sitting with the 'upper echelons' of management. This 'cascade effect' will have a long-term impact on the business.

“The NOCN Management of Productivity Suite has enabled us to up-skill the future needs of our Management Team and it has already reaped rewards for the business; the project has enabled small changes that will have a big impact on productivity.”

Chris Harrison, Learning & Development Advisor at Norseland

WHERE WE ADDED VALUE

As a result of its success with Norseland, training provider ATN has now been asked by Roddas, a leading supplier of Cornish clotted cream, to take 11 of its area leaders through the NOCN Level 4 Certificate in The Management of Productivity.

As with Norseland, a collaborative approach will be undertaken. This will involve four carefully selected core modules, delivered through workshops, on-site training, course materials, projects, assignments and mentor/coach visits, to ensure maximum gain.

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CASE STUDY: PRODUCTIVITY IMPROVEMENT PROGRAMME



PART OF **nocn** GROUP

LOCATION: MIDDLE EAST / GULF

THE BRIEF

NOCN and training provider Jafcon's Level 5 Productivity Improvement Practice suite of qualifications is designed for organisations in the Middle-East and Gulf in a wide range of sectors including aviation, banking and financial services, construction, education, logistics, manufacturing, Oil and Gas, and the public sector.

"As part of the Productivity Improvement Program, our employees identified a number of projects and improvement opportunities. I wish to recommend this Program that we have certainly benefited from." *Dubai World*

WHAT WE DELIVERED

This suite of qualifications includes an Award, Certificate, and Diploma and is designed for managers, practitioners, supervisors, aspiring future managers and students in their final year. The qualifications enable learners to progress, gain knowledge and improve productivity at team, department, and strategic levels; driving business success and expansion. There is significant potential return on investment from cost savings and productivity gains through this training.

"The program has resulted in identified savings of \$5.08 Million and furnished detailed data on productivity levels of all resources in every department and section." *Banagas*

WHERE WE ADDED VALUE

Companies that have completed the programme reported major savings and improvements:

- Bahrain Petroleum Company, which reported a \$4 Million saving.
- Bahrain National Gas (Banagas), which identified savings of \$5.08 Million and gathered detailed data on productivity levels across the business.
- Dubai World, which identified a number of projects and improvement opportunities.
- Bahrain Airport Services, which put 20 senior employees through the programme who are now potential future leaders of the organisation, leading to significant financial savings and return on investment.
- BMMI Group, which put 21 internal consultants through the programme and has seen a marked improvement in productivity.

"BMMI recommends the Productivity Improvement Practices (PIP) to other companies and especially to those companies who seek real and effective improvements of the company's productivity and the uplifting of their employees."
Mr. Mohammed Turaif, Manager, HR Operations & Administration at BMMI Group.

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CASE STUDY: PRODUCTIVITY & EMPLOYABILITY SKILLS COURSE



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LOCATION: BANGALORE, INDIA

THE BRIEF

This is a pilot course for 23 learners and is run in Bangalore, one of India's largest cities. The course has been run at Seshadripuram College which is part of the Education Trust.

WHAT WE DELIVERED

The course is four weeks long and uses an industry case study of a concrete block plant to help learners develop their employability skills with the context of an exercise to also see how productivity can improve. A local construction firm has allowed their block manufacturing plant to be used for the practical parts of the exercise.

WHERE WE ADDED VALUE

Learners have found this inter-active and practical way of learning very exciting. Below are some pictures of lecturers and the various 'project teams' who have competed against each other for the best ideas and presentation.



INSTITUTE OF PRODUCTIVITY

NOCN has worked successfully with the IoP for a number of years, developing a suite of professional productivity management qualifications which equip individuals and businesses with the skills and knowledge they need to work more productively. These are important products which are helping to fill skills gaps in the UK, which significantly lags behind other developed economies, and also internationally in India and Africa.

We launched our Level 4 qualification in 2015 and due to its success, we then developed a complete online solution for the Certificate and Diploma course to allow trainee managers to both seamlessly learn online and also sit the examinations in the same system. NOCN and the IoP have since developed a range of other qualifications, including a Level 3, 4 and Level 5 Award in Productivity Improvement Practice (PIP) and a Level 5 PIP Certificate and Diploma which is being delivered in the UK and internationally.

“Working in partnership with NOCN has been a rewarding experience. They keep us ‘on our toes’ by (rightly) challenging us to justify any statements we make, but whenever we struggle or stumble they provide the encouragement, and professional support we need.” *John Heap, Managing Director, Institute of Productivity*

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