

FUTURE SKILLS FUTURE WORKFORCE FUTURE PROOF



Norseland LTD - Improving Productivity with NOCN

Sector: Productivity

Location: Sheffield, UK

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. Image of Przemyslaw Huber, Norseland LTDThe learner, Przemyslaw Huber, has undertaken 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



FUTURE SKILLS FUTURE WORKFORCE FUTURE PROOF



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

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 endeavors 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.

Chris Harrison, Learning & Development Advisor at Norseland, said: "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."

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.

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 is being 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.