

THE LECLERC GROUP PREPARES FOR A RETIRING WORKFORCE

For the Leclerc group, loss of employees due to retirement makes retention of best practices more difficult in their three factories. As a leader in the food industry for more than 110 years, the idea of using a tool that would allow the company to easily safeguard and share the knowledge of its employees was a solution to be considered.

The Leclerc group therefore realized Poka was the perfect tool to prevent and overcome the main challenges it faced:



Unplanned downtime



Lack of standardization of training content

By providing the necessary support and functionality, Poka would significantly contribute to the improvement of organizational learning and the activities of Leclerc's facilities.



In the era of the 4th industrial revolution, Leclerc sees Poka as a perfect solution to eliminate paper-based procedures. In 2014, Poka is located in six Leclerc plants in Canada and the United States. Since then, the benefits have been remarkable; Poka not only proved to be a success with the initial set-up objectives, but also brought new insights into plant practices, allowing for improvements at other levels.

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Problems that used to take hours to solve are now resolved in a few minutes

Marcela Muñoz
Business unit manager



BENEFITS



Significant improvement in training processes

Statistics show that training videos have reduced learning time by 75%, which represents enormous economic benefits for the company. Employees can now learn independently and maximize training outcomes. Besides, creating training videos is considerably faster than writing paper training materials. The time saving is around 80%, according to the group's internal analysis.



Increased productivity

With the use of Poka, the time savings are considerable. At Leclerc, equipment downtime fell 5.9%, while start-up and changeovers were down 31%. The productivity of equipment and employees has improved thanks to the easy access to information, collaboration and mutual assistance that Poka provides.



Health and safety

The availability and quick and easy access to training content for the Leclerc groupe also had a positive impact on occupational health and safety in the various factories. By facilitating the sharing of best practices in health and safety in video format, Poka helps promote a safe work environment. As a result, employees are more aware of the risks associated with certain procedures and the number of accidents have decreased.

ABOUT

The Leclerc group is a leader in the manufacturing of bars and biscuits in North America. The company is one of Canada's 50 Best Managed Companies and employs more than 650 people in five state-of-the-art facilities. In addition, these products are distributed in more than 20 countries on four continents.

With the elimination of divisive silos and allowing easy and constant communication between plants, Poka has allowed all the individuals in the company to unite and work together. The Leclerc group has numerous facilities throughout North America and Poka offers a gathering and exchange tool for employees of all plants. The application is now part of daily life for every Leclerc employee.

Q & A

Do you think Poka promotes collaboration within departments?

Yes. With the implementation of Poka throughout our group, all employees of the organization have found the tool to be profitable, fostering interactions, and arousing interest in the activities of all departments.

Do you believe that Poka allows better cohesion between the management team and the employees?

Unanimously, employees who responded to an internal survey said that Poka was an innovative solution that facilitated communication. Managers benefit from close contact with events on the factory floor. Through the use of videos, photos and comments on the news feed, supervisors can also better communicate with employees and understand their everyday reality.

Do you believe that Poka encourages employee engagement and helps improve the work environment?

With Poka, users are eager to contribute to the business and help their colleagues. Poka has significantly changed the culture at Leclerc. The platform has catalyzed the development of a culture based on a common goal.



CONTACT

Poka is a multi-platform application (web, mobile, tablet) designed to assemble all data and procedures related to your business. With the help of photos and videos, Poka allows for the easy access and use of this information in real time.

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