Until recently, Fonterra conducted its employee safety and performance observations by taking handwritten notes in the field. The data was reviewed manually by personnel back at the office.

The Client: Fonterra

Fonterra is a global, co-operatively-owned dairy products exporter with its roots firmly planted in New Zealand. With the help of its 11,500 employees, Fonterra collects and processes 22 billion liters of milk every year and shares it with more than 100 countries in the world. Fonterra shares the goodness of dairy nutrition with the world through its brands, farming, and processing operations across four continents.

The Challenge

Fonterra’s employees are at the heart of the company’s worldwide success, which is why job performance and employee safety are top priorities for the company. With so much ground to cover and so many employees to manage, Fonterra needed an easier, faster, and more effective way of observing the productivity, job performance, and safety of its workforce.

One of Fonterra’s corporate requirements is that each employee completes four safety and performance observations a year. This involves a team member interviewing a worker to find out things like: Do they have the right equipment and training for the task? Do they have enough time in a day to complete the tasks at hand? Asking such questions of their employees helps Fonterra continually identify opportunities for improving employee safety and overall company performance.

The data was reviewed manually by personnel back at the office but with so many paper forms being completed, Fonterra was finding it difficult to manage the data collected, identify common threads in employee feedback and prioritize issues of importance.
After discovering Certainty Software online, the Fonterra Team and the Certainty Team worked closely together to implement Certainty to enable Fonterra to record and manage employee safety and performance observations using Certainty.

Fonterra employees use Certainty to verify that people are doing their jobs safely and according to procedure.

“With Certainty Software, we are able to ensure that safety training provided is followed on the job. At the same time, we can identify areas for improvement, and make sure people are clear about safety requirements or if there are any further training needs.”

Karyn Beattie, General Manager Health and Safety, Fonterra Brands (New Zealand) Ltd.

Fonterra has experienced several advantages since implementing Certainty. Not only does it ensure employees are operating safely in the workplace, but it also enables the company to more easily identify resources allocation requirements, and see where procedural modifications are needed.

For example, if something has been broken for some time and it’s hindering personnel, the Certainty reports detect and group things that would normally fly under the radar. These reports help Fonterra identify and budget for improvements needed. The company also benefits from the performance-focused feedback they receive, especially by being able to easily see what’s preventing employees from being fully engaged.

CURRENTLY, FONTERA HAS

more than

3,000

employees and contractors

using certainty on their

mobile devices

in the field as an

inspection tool

for behavioural-based

safety observations

IN THE FUTURE, FONTERA WILL BE IMPLEMENTING

the use of

larger touchscreen tablets

across the organization

and the software will be

seamlessly connected to the

company’s ERP systems

for even more ease of use

in addition, after

presenting the solution to the

entire Group, Fonterra sees

international potential for the software

with Certainty being used in multiple languages.

THE RESULTS

www.certaintysoftware.com | info@certaintysoftware.com | +1 888 871 0027

TESTIMONIAL

“Overall, the Certainty interface is easy for end users and designed to be productive. We have found the Certainty Team to be a forward-thinking company. Customer service from Certainty has been great, absolutely great.”

Karyn Beattie, General Manager Health and Safety, Fonterra Brands (New Zealand) Ltd.