

CLIENT CASE STUDY

FONTERRA ENHANCES EMPLOYEE PERFORMANCE AND SAFETY WITH CERTAINTY SOFTWARE



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.

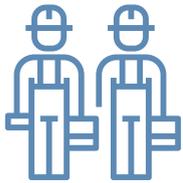
Until recently, Fonterra conducted its employee safety and performance observations by taking hand written notes in the field. The data was reviewed manually by personnel back at the office.



THE SOLUTION

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.

CURRENTLY, FONTERRA 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

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.



THE RESULTS

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.

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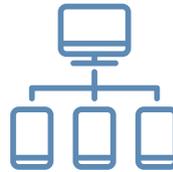
For example, if something has been broken for some time and it's hindering personnel, the Certainty reports detect and group things that would normally fly under the radar. These reports help Fonterra identify and budget for improvements needed. The company also benefits from the performance-focused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

IN THE FUTURE, FONTERRA 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.



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.

certainty 
SOFTWARE