

Intertek Alchemy Competency Analysis

Overview

Intertek Alchemy provides training courseware geared to frontline workers in manufacturing settings, covering food safety, workplace safety, and human resources. The pillars of our competency to provide these training courses are:

- **Subject matter expertise**
Each course is developed with proven experts on the topic at hand
- **Adult learning expertise**
Our courseware development team is comprised of learning experts employing strategies designed for adult learners
- **Industry review**
The content of every course is reviewed by independent professionals who work in the field to ensure accuracy and efficacy
- **Commitment to current**
We employ a thorough review and update process to ensure our training content is current to regulations, standards, and work environments
- **Laser-focused on frontline worker training**
Every aspect of Intertek Alchemy training solutions are designed specifically for frontline workers in food processing and manufacturing settings

Staffing Credentials

Intertek Alchemy employs over 200 professionals covering a wide range of disciplines. Below is a brief overview of the teams primarily involved in courseware development. It is worth noting many senior-level Intertek Alchemy employees came from the manufacturing industry, each bringing decades of industry experience as they joined Alchemy.

Courseware Development

There are over 20 highly qualified professionals representing over 200 years combined experience at the core of Intertek Alchemy's courseware development. This can be broken down into three categories, with areas of specialty within:

- Curriculum & Instructional Design
- Graphics & Production
- Project Management

This team continues to win a number of awards for their technical skills, creativity, and ability to communicate training content effectively. Awarding bodies include Communicator Awards, Marcom Awards, Videographer Awards, Training Industry.

Product Management

The product management team represents over 100 years combined experience. Certifications and awards include:

- SQF Outstanding Achievement Award
- Food Logistics Supply Chain Award
- International Association of Food Protection Innovation Award
- SQF Practitioner and TAC member
- NSF Advisory Board
- HACCP certification
- PQA+ certification
- Training Industry Online Learning, Workforce Development, and more awards

Other areas of expertise include:

- Learning technology systems
- User interface and user experience design
- Microbiology
- Quality control
- Production control
- Risk management
- Crisis management
- Pest control
- Plant regulatory affairs

Consulting

The Intertek Alchemy consulting team is utilized to create and review training content. Intertek Alchemy consultants are renowned for food safety consulting, and also include EH&S consultants and training optimization consulting. The consulting team has a combined experience over 200 years in the field, and carries the following credentials:

- FSPCA Lead Instructors:
 - Preventive Control for Human Food, Preventive Control for Animal Food, Foreign Supplier Verification Program
- International HACCP Alliance Lead Instructors (Basic & Advanced HACCP)
- BRC Approved Training Partners
- Certified SQF Trainers
- Certified GFSI Auditors (under SQF, BRC, and FSSC 22000)
- Certified GFSI Consultants
- EHS Management Systems Consulting Auditing & Training
- Environmental Management Systems Consulting, Auditing, and Training (ISO 14001)
- Quality Systems, Auditing, and Training (ISO 9001)
- Gallup Certified Strengths Coach
- Certified Change Management Practitioner

Software Development & Engineering

In addition to training courseware, Intertek Alchemy provides the software and technology its clients use to document training completion, verify employee understanding, and manage training schedules. Our technology platforms are used by leading food manufacturing companies around the world. The performance of this technology platform is critical to training delivery. As such, this team's focus includes:

- Building innovative enterprise-class software solutions, maintaining its 99.99% uptime standard enjoyed over last 15 years
- Ensuring software accuracy to track each individual employee's learning achievements and produce defensible reporting of all training activity
- Delivering technology built for manufacturing facilities, including ability to function in environments without WiFi
- Providing security and stability of all data through multiple redundancies

Our experience, reliability and track record in building, delivering, maintaining and evolving enterprise scale web-based solutions is demonstrated by our long-term client relationships.

The 70 professionals on these teams have over 500 years combined experience, and are experts in: enterprise architecture and development, mobile application development, and security.

Courseware Development Process

The curriculum quality is at the core of Intertek Alchemy's competency validation. Our courseware development starts with a rigorous process for developing and reviewing the curriculum. This includes collaboration of subject matter experts from:

- Intertek Alchemy's consulting team (see credentials above)
- Intertek Alchemy's product management team (see credentials above)
- Intertek Alchemy's executive team, which includes a vice-chair of the International Association for Food Protection (IAFP) Food Safety Culture Professional Development Group
- Intertek Alchemy account management team:
 - There are nearly 1,000 Intertek Alchemy clients with a dedicated account manager; these account managers routinely receive training content requests and feedback that are reviewed as part of the courseware development process.
- Content Expertise Board (CEB):
 - The CEB is a body of independent industry experts that work in the food safety and workplace safety fields, representing hundreds of years of industry and subject matter expertise. The CEB reviews Intertek Alchemy training curriculum as it is being created to provide feedback, insight, and improvements. The roughly 20 CEB members are comprised of Intertek Alchemy clients, industry association executives, and legal experts.

Training Pedagogy

Pedagogy and construction are just as important as content to ensure the greatest efficacy of training material. The adult learning specialists on Intertek Alchemy's team incorporate many proven best practices from learning scientists, including:

- Micro learning bursts — each course is broken down into individual concepts with short durations that are strategically stitched together
- Scenario and story-based structures are utilized to retain engagement
- Adherence to effective image-to-word-count ratios
- "Active learning" principles requiring learner participation at frequent intervals
- Repetition and reinforcement strategies on key concepts to ensure learner retains knowledge
- Patented remediation loops for learners struggling with certain concepts
- Interactive gamification to keep learners engaged

Updating Courseware to Current Standards

Intertek Alchemy has instilled a regimented review process to ensure our training courseware keeps current with regulations, trends, and industry standards.

Scheduled Reviews

The Intertek Alchemy Food Safety, Workplace Safety, and Human Resources libraries are reviewed on a rotating cadence by our product management and curriculum teams.

Ad Hoc Reviews

At times Intertek Alchemy will conduct an ad hoc review of specific courses prior to the regularly scheduled review date.

Reasons for doing so can include:

- Regulatory changes
- Client feedback
- Internal feedback
- Industry-leading practice changes
- Recommendations from Content Expertise Board
- Changes to industry certification schemes or requirements

A typical courseware review includes a robust analysis of the content in all applicable languages, data from questions and answers, client feedback, and changes to regulation and industry processes since the last review or course update. Updates identified during this review are vetted with our Intertek Alchemy Content Expertise Board during the update process prior to publication. Release notes that outline changes to content are published and available to our clients.

Measuring Training Efficacy

Intertek Alchemy analyzes millions of training records from our clients annually to help inform content decisions. Additionally, we often receive information from clients on their own internal measurements of training effectiveness using Intertek Alchemy solutions. Below is a sampling of client results that have been shared with us.

- 100% training completion rate
- 32% lift in training completion rate since implementing Intertek Alchemy
- 8X more refresher training delivered
- 36% improvement in knowledge retention of training material
- 36% reduction in quality holds
- 60% decrease in OSHA recordables
- 80% fewer injuries/accidents

On-site Visitors

While the majority of Intertek Alchemy's interaction with clients is done outside the client facility, there are times an Intertek Alchemy employee may visit a client facility. Intertek Alchemy employees always abide by the food safety and personal safety rules and regulations as instructed by the client.

Please direct any further question to:



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