

Light Industrial Case Study

Caesarstone Australia

“Very intuitive to set up and use. It was no effort at all to get going – I was able to start immediately – the longest time it took me was to understand that I didn’t have to read a 200 page manual!”

Astrid Hamann

National Human Resources Manager, Caesarstone Australia

Client Profile

Caesarstone Australia Pty operates in the light industrial sector and is a fully owned subsidiary of the manufacturer Caesarstone (founded in Italy). It is the leading brand of quartz surfaces in Australia and employs approximately 100 people excluding contractors. They operate in New South Wales, Victoria, Queensland, Western Australia and South Australia.

Scope of Work

Caesarstone Australia was seeking a Learning Management System that will enable the company to:

- manage their whole WHS Induction program and safety compliance (i.e. heavy goods handling/tool operations/Fire Wardens/First Aiders)
- allow for continuous product knowledge and skill development for the sales team
- provide ongoing professional development for employees across the organisation

Issues & Challenges

Caesarstone Australia did not have a single platform to resource or manage their WHS information causing concerns for the potential ineffective management of compliance and training for Forklift Drivers, First Aiders and Fire Wardens as well as problems with induction management and training for safety compliance across sites. The company also found it challenging to keep their sales team updated with product knowledge, a key component to their job performance, and identified a need to provide all employees with ongoing professional development.

Solution

Learning at Work was successfully able to deliver all of Caesarstone Australia's specific LMS requirements with our 'out-of-the-box' solution including:

- a bespoke WHS induction program amalgamating the management of the company's First Aiders, Fire Wardens and Forklift drivers' ongoing training
- complete and detailed reporting that enabled the company to determine any gaps in staff knowledge and compliance related to the WHS induction program
- the setting of automatic notifications to signal any upcoming expirations of staff compliance training
- a central location for the sales team to access product information and be regularly assessed on product knowledge (proven to be so successful within the business the company since rolled out product knowledge assessments to all employees!)

As Learning at Work's core functionality was able to successfully meet the full brief the platform was able to be installed and set up to be accessed across the company same day.