

“Safety is a priority at Quala ... With J. J. Keller, we’re confident our employees are getting all the training they need.”

— John Allen
Training Director
Quala
Tampa, FL

When John Allen, Training Director for Quala, developed a comprehensive employee training plan for the company, he was faced with the challenge of managing 2,000+ training assignments each month for over 600 employees at over 50 locations. Trying to keep the task in-house turned out to be very time-intensive. In fact, it soon took 2-3 hours per day.

“If they’re a tenured employee, they have 1 or 2 online or instructor-led training courses per month. If they’re a new washer, they have 24 online courses to complete in their first 90 days, along with monthly assigned courses,” John says. “Our training plan is aggressive. We want to make sure our training includes everything our employees need to do to be safe.”

John needed an efficient way to keep all the training organized, on track, and reportable. He also wanted to find a training source that could provide training on all the topics he needed to cover.

John turned to J. J. Keller™ Training On Demand and its Implementation Service for the solution.



Classroom-style training works best for instructing office employees at Quala’s Tampa, FL headquarters.

“I introduced Quala to an innovative training interface to help them automate administration and effectively manage their entire training program. I’ve become part of their training team.”

— Derek Sanford, J. J. Keller Implementation Specialist

Reporting Is Key

Derek Sanford, J. J. Keller Implementation Specialist, completely automated training administration for Quala via a custom interface he created for the company. From his office at J. J. Keller, Derek enrolls new employees, adds training assignments, enters additional data as needed, and provides the analytics that show John his training ‘compliance rate.’

“A graph on our home page is updated weekly to indicate how many employees have completed their courses to date,” John explains, “along with how many training assignments are outstanding, and how many employees have been enrolled in a course but haven’t started.”

Workload Drastically Reduced

“Derek gives us his full attention and takes a tremendous paperwork burden off us,” John says. “Without him, we would require additional staff to administer our training. Even when Derek is out of the office, he makes sure someone at J. J. Keller is available as a backup to give us that same day response, answering e-mails and phone calls. And Derek follows up when he’s back in the office.”

“It’s critical to have Derek there,” John says. “He’s our single source contact if there are any issues or we want anything changed, and he’s easy to get ahold of. Just having someone there to partner with when I don’t have time or can’t do something on my own has been a huge help.”



Self-paced, online courses work best for Quala’s field locations, where training space is limited.

Interactive And Effective Training

J. J. Keller Training On Demand provides all the training topics on Quala’s training list, in an online course format. Whether the training topic is PPE, respiratory protection, confined spaces or sexual harassment ... J. J. Keller has it covered. Derek also collaborates with Quala’s safety professionals to create supplemental training or completely new content — such as benzene training — as needed.

“With Derek’s help, training is a lot easier and more effective,” John observes. “With the other training we tried, employees could click straight through and not read a thing on the screen. That’s another great thing about J. J. Keller ... their courses are interactive, so employees have to participate. They actually have to learn something!”

The emphasis J. J. Keller places on safety is something we’ve rolled out to our employees,” says John. “And now they really see how important safety is.”



ABOUT QUALA

Quala is the premier provider for comprehensive sustainable container solutions. Quala operates in 57+ locations in 26 states and Canada with a proven partnership focus, responsible environmental practices, quality cleaning, asset protection assurance, maintenance solutions and fleet management/tracking expertise.