

A woman with long brown hair, wearing a bright green shirt and a grey apron, is shown in profile, drinking from a clear glass filled with white milk. The background is a blurred kitchen setting. A large teal graphic element, resembling a thick brushstroke, curves across the page from the top left towards the bottom right, partially overlapping the woman's image.

*Saputo*

# CASE STUDY

## Saputo Dairy UK

Saputo Dairy UK is a producer of leading British food brands and value-added ingredients. Their success has been built on their links to the countryside and the people within the business.

## BACKGROUND

Before starting their journey with Learning Pool, Saputo Dairy UK had a range of legacy learning content that was neither easy to use nor well utilised and where uptake was low. This meant it was falling short of its ability to reach members of staff with the key training needed to support the business.

Having completed a major restructure of the business, Saputo sought to find a new learning portal to support its employees. The L&D department set about finding a solution that offered them a platform and course content which:

- was easy to roll out and supported from implementation and beyond
- could be customised and configured to meet their needs
- featured content suitable for all employees including management





## SOLUTION

While the initial brief was to reduce costs, after viewing Learning Pool's solution, Saputo was inspired to change the focus to source a high-quality learning platform that would improve business performance. After reviewing a number of suppliers, Saputo chose Learning Pool's Stream LMS. Branded 'My Development', Saputo's platform was fully customised by Learning Pool in line with its own brand.

Saputo also selected Learning Pool's Stream Authoring tool as well as collections from its Stream Content Library including Foundation Skills and the ILM-recommended Leadership Skills. Saputo realised it could create an engaging and tailored experience for its learners, with minimal investment, designing its own content and editing existing content that would be suitable for the new and changing business. The content is customised, with ease, using Stream Authoring to ensure the language is appropriate to the business and the learning feels like an internal course, maximising engagement and take-up.

The site launched with a vast array of content designed to engage and delight Saputo's learners. This included a newly created induction course together with a Health and Safety course and approximately 15 of Learning Pool's off-the-shelf collections in subjects such as emotional intelligence, decision making, effective writing, health and wellbeing and a range of ILM-management courses.

For ongoing course development, templates have been developed, so the L&D department can quickly create their own material, either themselves or using a Subject Matter Expert. This maximises the speed at which L&D can deliver business-critical learning to the organisation.

## RESULTS

The introduction of the 'My Development' platform has been a great success and Saputo Dairy UK now has a total of 50 courses available to its learners as well as other support materials, resources and videos.

To date, 90% of employees have accessed at least one course; an excellent number, considering many employees are working within a production line environment and do not have regular access to a computer.

As well as the content, managers particularly love the significant reduction in administration as the system also incorporates a daily feed from Saputo's HR system so new starters are enrolled on their first day, changes to department and line manager details are processed immediately, and leavers are properly removed.

The company's next steps are to develop more in-house training lessons in order to support an increase in blended learning programmes and to start using 'Seminar' feature within Stream LMS to manage classroom courses and learning plans linked to competencies.

Take up for courses has spanned all employee levels and feedback has been very positive. The system and the range of courses available have provided a future-proof platform to deliver off-the-shelf and customised training to the Saputo Dairy UK business with ease, speed and relevance.





“We have been really pleased with the success of our ‘My Development’ site. The support we have had from Learning Pool has been outstanding throughout the process; from initial set-up through to ongoing assistance and ideas. We have found the Learning Pool Live events to be particularly insightful and an excellent blend of professional presentations and a huge informal networking opportunity. Our dedicated learning advisor and Learning Pool’s support team have all been very helpful and patient and really know what they are talking about.”

**Annah Ross, L&D Manager**



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