



iManSys user report – working together for success

**riha WeserGold  
Getränke GmbH  
& Co. KG**



**iManSys<sup>®</sup>**

*Make everyone count.*

Organisation of qualification measures

# Event management at riha WeserGold

600 different products, 2,000 employees in six different locations, 42,000 square meters of production area – riha WeserGold is one of Europe's largest fruit juice manufacturers. In Rinteln alone, three million production units leave the production line every day. The beverage manufacturer follows the highest standards in terms of quality and customer satisfaction. Qualified and motivated employees are a decisive success factor.

We spoke to Carolin Boekstiegel (Administrator in central human resources) and Uwe Patscher (Specialist in occupational safety) about employee qualification measures and organisation of the training system.

riha WeserGold

## Contact Persons



**Carolin Boekstiegel**

Administrator in central human resources



**Uwe Patscher**

Occupational health and safety specialist

## What makes riha WeserGold unique?

**UP:** riha WeserGold is a third-generation family company. We have grown steadily since the company was founded in 1934 and now also have locations in Spain, Switzerland and Costa Rica. Our product portfolio includes fruit and vegetable juices, lemonades, mineral waters and tea beverages. riha WeserGold assumes responsibility on both a corporate and social level. This combination of tradition, entrepreneurship and ethical principles is something special.

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## What is your job in the company?

**UP:** As an occupational safety specialist, I primarily take care of occupational safety in our company. Among various responsibilities, this includes the creation of measures to avoid accidents or the recognition of hazards in daily work processes.

**CB:** I am an administrator in central human resources and, among other things, I organise the internal training system for our employees. In concrete terms, this means that I coordinate appointment management and planning for all instruction and training courses, i.e. traditional event management.

## How important is occupational health and safety at riha WeserGold?

**UP:** Self-evident principles such as environmental protection or the prohibition of discrimination are an integral part of the company's mission statement, alongside legal requirements and healthy working conditions. This is not just lip service, it is truly embodied within the company. This also includes the preparation and implementation of necessary training courses on the subject of occupational safety.

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## How was employee training organised until now?

**UP:** First of all, we had to define the training content and the employees to be trained. The responsible speakers then listed possible dates for the training courses. The suggestions were then forwarded to the HR department.

**CB:** We then assigned the dates to our employees. We had to ensure that the daily work processes were not interrupted unnecessarily. After sending out the invitations, we obtained participation confirmation from each individual employee and gave feedback to the speakers.

## What challenges did this present to your daily work?

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**CB:** The planning process for classroom training is generally associated with a high level of organisational effort. In particular, coordination between the speakers and our employees was very time-consuming. Imagine that you need to find a time period for 100 employees to attend a 90-minute classroom training course. You cannot take into account individual appointment requests.

**UP:** Training courses are appropriate and important – for every employee. This also means that the material has to be effective. Training content on fire protection or the correct handling of ladders and steps is a question of common sense for many. However, we have to ensure that the content is seen and, above all, understood. Dangerous half-knowledge is simply not enough – especially not in the food industry.

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## Why did you choose the iManSys training module?

**CB:** First and foremost, we wanted to streamline the complex organisational processes behind instruction and training. It was simply taking too much time to coordinate the many employees. The aim was therefore to enable effective employee communication via a central system.

**UP:** However, it was also important to us to be able to offer training content both electronically and in person. There are instructions that you can go through quickly and easily on the computer. Other issues, however, raise questions that need to be resolved immediately. However, it would not have made sense for us to completely forego face-to-face events.

**CB:** That's true. We had to make sure that the system could be flexibly adapted to our requirements and that it is also well accepted by our employees. When using a new event management system, one can certainly encounter resistance. That was not the case with us, so we were able to quickly integrate iManSys into our work processes.

## What are the main advantages of using iManSys?

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**CB:** Administration and organisation of the entire training system is now done centrally via the software module 'Instruction and Training'. We create training courses, assign them to our employees and receive feedback when the content has been successfully completed. That makes our work a lot easier because we are spared a lot of unnecessary trips.

In the case of electronic training courses and instructions, our employees can also have a say in when they want to complete them. We only specify the training period.

**UP:** The training content can be set flexibly, which is urgently necessary given the range of general and internal company guidelines and specifications. We also have the option of incorporating comprehension checks, which is particularly helpful when dealing with complex topics.

**CB:** What also helps us enormously is the accompanying support that is available when integrating the software into our everyday processes. The process inevitably raises questions that we then discuss with the domeba team and find solutions for together.

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## Why would you recommend iManSys to others?

**CB:** Our employees only complete the training courses that are relevant to them, and within a flexible time frame. We also have the option of reacting selectively, for example in the event of an accident at work. With iManSys we save an enormous amount of time, both at an employee and manager level. ✓



### Company info

## riha WeserGold Getränke GmbH & Co. KG



 **Client since:** 2013

 **Employees:** approx. 1200

 **Industry:** Food industry



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