

Honda Logistics

Area of Expertise: Training

Overview

Honda Logistics in Swindon were looking for a training provider to deliver Moving and Handling training to all their warehouse and office staff. Driven by the HR team their aim was to give an outline of the subject with a view to creating a safer environment for their staff.

Siamo Training Offer: Honda was offered 3 options;

1. An "off the shelf" accredited Moving and Handling course.
2. A none accredited course aimed at 2 different levels within business.
3. A bespoke training and development package tailored specifically to the Honda Logistics site aiming at 2 different levels.

Honda selected option 3.

Delivery of Training

We started with a shop floor observation taking a closer look at the staff's individual workload and identified key areas for improvement and spoke to staff about challenges around M&H. Several key areas and tasks were identified which formed the main structure for the training.

We then designed the level 1 and level 2 courses taking into account points identified on the shop floor. The level 1 course was focused on personal safety, robust techniques, reporting lines and an opportunity to identify issues and suggestions for solutions.

The level 2 course was designed to be delivered to managers and so included the above but adding to that included a risk assessment element looking at genuine risks in the warehouse. After the training the managers were able to identify risks that may have previously been overlooked. They then created a 13 point plan which included physical changes to the layout of the shop floor, change of processes, initial training for new staff and approach to completing risk assessments.

In less than a week changes took place in the warehouse, particularly creating a new heavy goods area for all items that should be a 2 person lift. Previously people were picking from areas on their own which could be considered dangerous or could cause long term damage.

Conclusion

Honda were extremely happy with the delivery of the training and the overall impact on the business. What made the real difference was moving away from an "off the shelf" training package and taking the opportunity to make it genuinely bespoke which created tangible results. All 130 staff were trained to a high standard and felt they had genuine input in to the changes.