

Golden Wonder training disc makes savings Significant return on investment



Introduction

Annual cost savings totalling £3m are being achieved by Golden Wonder through the use of an interactive product training CD-Rom developed by Symbiosis.

A substantial investment in the purchase of Ishida and Yamato multihead weighing machines and TNA bagmakers, necessitated the training and retraining of around 80 production line staff at Golden Wonder's two facilities at Scunthorpe and Corby.

Features

Symbiosis (who had already produced a Sales Presenter for Ishida) worked closely with Golden Wonder trainers, operators and senior management to develop the appearance, navigational style and complete text/audio based content of the interactive.

The program took 6 months to complete and incorporated filmed and edited QTime movies, narration, 2D and 3D animations, Q&A sessions and user tracking. An external usability consultant also conducted user trials throughout the development cycle to verify the approach.

The training presenter provided :-

- A clear understanding of the principles and combined working of the multihead and bagmaker machines
- An overview of safety, set-up, changeover and cleaning procedures
- An opportunity to define and consistently apply best practice

Benefits

By combining a clear conceptual overview with step by step working practices, operators were better able to deal with both the day-to-day operation of the machines and problem solving. This resulted in a significant return on investment through reduced product giveaway, decreased downtime and increased productivity.

Technology

Macromedia Authorware
3D Studio MAX
Media 100

