

Case History



Walkers is one of the UK's best known and loved brands. Established in the late 19th century it has grown from small beginnings at a butchers in Leicester into Britain's largest crisp manufacturer, employing over 4000 people in 15 locations.

Walkers



Walkers are Britain's largest crisp manufacturer



Maureen Granville, Hygiene site manager for Walkers, with her team

Mr Walker's decision to manufacture crisps arose from necessity – during the Second World War rationing meant that Walkers' factory could only work at half capacity producing meat, so the company looked at alternatives, including ice cream production, to fill capacity.

Hygiene Group has clearly always been of paramount importance to Walkers as ice cream production was rejected because of the problems from manufacturing meat and dairy products so close together. It was therefore decided to produce potato crisps, a great hit with the public.

In recent years, Walkers has been working with the food industry's leading hygiene and cleaning specialist, Hygiene Group, to raise the efficiency of cleaning operations at its Peterlee plant.

The Hygiene Group has introduced its innovative Key Performance Indicator (KPI) system to the north east factory.

Maureen Granville, Hygiene Group site manager for Walkers said, "Hygiene Group was appointed in 1998 to handle short term work at the Peterlee site. Since then our work has grown to cover tasks such as weekly plant and high-level cleaning, as well as environmental services.

"Our KPI systems have not only enabled us to keep pace with increased production at the plant, but truly raised standards."

KPIs enable Hygiene Group to measure and evaluate performance against set criteria over a dedicated period of time. Agreed in advance with each client, criteria can be very varied but frequently includes safety, quality, productivity and communications.

Safety

Recording the number of incidences of accidents and dangerous occurrences that involve Hygiene Group's employees. By monitoring these Hygiene can work to resolve problem areas and reduce incidents.

Quality

By measuring the effectiveness of cleaning against pre-agreed standards, Hygiene Group is able to ensure a consistent and high level of cleanliness.

Using a 'traffic light' system, areas that may fall below agreed standards can be highlighted and steps taken to resolve them.

Productivity

This measure can demonstrate the percentage of tasks completed within assigned schedules. Any problem areas can be identified and tackled independently.

Communications

All information provided through the KPI system is analysed and results communicated to clients through interactive meetings, leading to consistent adjustments and improvements in standards.

"Hygiene Group has brought our standard of cleaning up to a level that, as far as we are concerned, is among the best in the business.

"Since they started working for us I've been impressed with the quality of its staff. Hygiene Group's workforce knows what it's doing and is trained in how to clean every piece of kit. They are a very conscientious company, and they'll always come in at the drop of a hat to do whatever is required.

"Hygiene Group has really invested in people, equipment and training, which means they can carry on improving the quality and reliability of what they do while helping us to further cut costs" said Terry Sheldon, Walkers contracts manager.



▲ Walkers, one of the UK's best known and loved brands



▲ Hygiene ensures consistent and high level cleanliness

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