

CUSTOMER SUCCESS STORY VISTAR

The Company

Vistar/VSA is a full-line food distribution choice specializing in the pizza and Italian, vending, office coffee, concessions, fund-raising, and commissary markets. They offer their customers a wide variety of national brand name products, regional favorites and quality house brand products, all at a competitive price. The company currently employs 2,800 employees in 29 operating companies and numerous cash and carries located throughout the country.

The Challenge

Multi-Cultural & Geographically Diverse Operating Companies

Vistar operates 29 operating companies throughout the United States. With so many locations, a consistent training message was difficult to convey. Additionally, the operating companies did not have dedicated safety managers. Vistar also employs a number of Spanish speaking employees, making it imperative that all training programs be available in both English and Spanish.

Outdated Training Material

Prior to PureSafety, Vistar had been using traditional VHS videos for their training initiatives. It was difficult to track who had completed the training and it was challenging to know if their Spanish speaking employees were grasping the material presented.

Lack of Tracking and Testing

Because the operating companies do not have dedicated safety managers, there was no effective tracking mechanism in place to know if training had been completed. There was also no consistency to ensure testing for comprehension was conducted after training. Vistar needed an automated system to track training and to test their employees' knowledge retention of the information provided.

The Solution

The company rolled out the PureSafety Enterprise solution to four regions over a four-month period, starting in January, 2001. Currently, 2,600 Vistar employees are required to take at least one PureSafety training course per month.

On September 9, 2002, Vistar became an independent company (the company was formerly known as Multifoods Distribution Group, owned by International Multifoods). Many changes occurred within the organization, including numerous employee and departmental realignments.

Re-launch of the PureSafety Solution

In 2004, with a new commitment to safety came a renewed focus on training within the Vistar organization. Working together, Vistar and PureSafety began the process of updating the company's course offering, including employee and facility photographs and the creation of a new hire orientation series by job type.

Not only did Vistar commit itself to course customization and branding, the company also refocused its efforts on tracking the completion percentage of assigned training. Upper management now receives a monthly report card indicating training compliance. Coupled with other comprehensive safety initiatives (safety audits, employee interviews), managers now have the ability to track all aspects of their safety program across all operating companies.

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The Results

Vistar is seeing tremendous results from its use of PureSafety and renewed commitment to worker safety.

- A 12% reduction in Workers' Comp costs
- A 68% reduction in workplace accidents

Vistar has also seen significant cost savings from moving from more traditional training methods to the PureSafety web-based platform.

“Our employees greatly value www.vistartrainer.com. It gives them the flexibility to take the training at their leisure from any location. There has been good feedback as to the customized courses where employees can see photos of their co-workers and other Vistar locations. Courses are assigned by job type each month. Locations look forward to receiving their monthly assignments. Our increased usage and reduction in incidents and accidents are proof that PureSafety is a valuable tool for our organization.”

Lori Johnson Supervisor
Safety & Risk Analysis

“VistarTrainer allows us to provide specialized training to our employees despite the lack of a dedicated safety resource at each of our facilities. Our Corporate Risk and Safety Department is able to design new training modules that are industry specific and easily accessed by each location. PureSafety greatly assists with our being compliant with DOT and OSHA regulations.”

Sandy Brownell Director
Risk/Loss Control