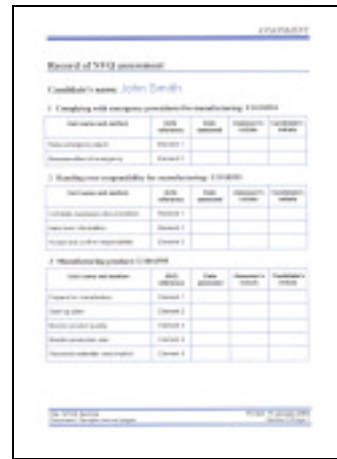


Maximise productivity

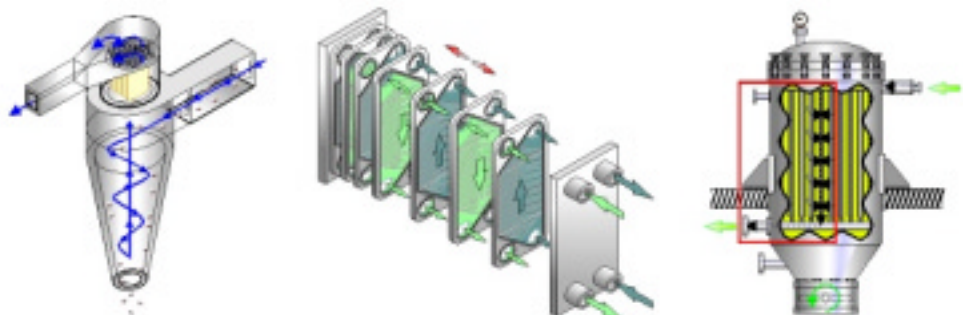
Case study

- **Client** Minerva SA
- **Requirement** When Minerva SA – part of the Paterson Zachonis Group – built their flagship edible oil refinery and margarine packaging plant just outside Athens, the company recognised that they needed to complement their investment in plant and technology with investment in the skills of the people who would be running it.
- **Solution** As the new site was to be flagship for the Group, training materials needed to help drive the current management initiatives. We, consequently, designed manuals which functioned successfully as both **ISO documentation** and as **NVQ training materials**.

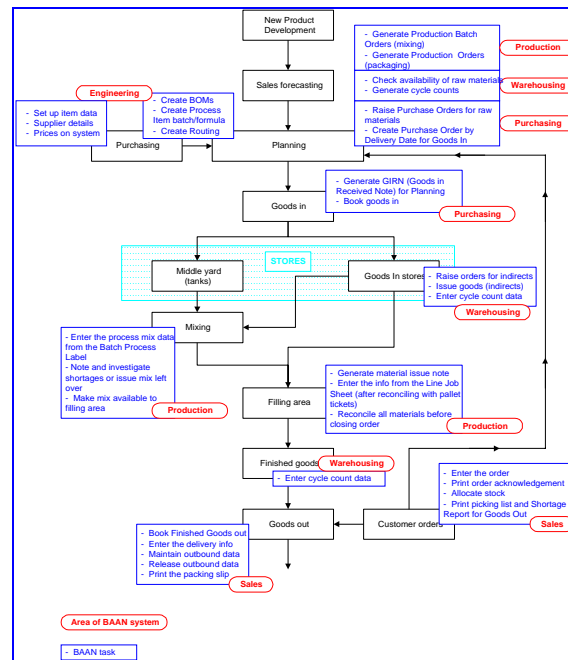


Multimedia Design developed training materials designed to:

- **explain the plant** and show how it worked
- **instruct operators** on how to use it in accordance with best practice
- include **health and safety** requirements and procedures
- document **environmental** factors



Supply-chain management



Although our client had introduced a supply-chain management system a number of years ago, it was still not being fully implemented despite the obvious benefits a consolidated application would bring to the business.

To support the comprehensive application of the system, we worked with the client's staff to create training documentation which:

- explains the benefits of working with the system
- includes a set of process maps showing how the elements of the business fit together
- provides step-by-step instructions for each procedure that requires documenting within the system

The company now contains a group of enthusiastic, informed people driving forward the co-ordination of the information and processes between the disciplines that constitute the business.

Clients BG Group, Bournemouth and West Hampshire Water, Carlsberg Tetley, Cussons International, Department of Trade and Industry, Diageo, ExxonMobil Chemical, Guinness, Minerva SA, Müller, Remploy, Reuters, Walkers Crisps.

Contact us If you would like to know more about this or related projects, please call:

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