



Howdens Joinery



LOCATION | 4 UK SITES



About Howdens

Howdens Joinery is the UK's largest manufacturer and supplier of fitted kitchens, appliances and joinery products. Despite its scale, Howdens remains a local business with traditional values and is a trade only business that has been selling to trade professionals since 1995. There are currently around 680 Howdens Joinery depots supplying more than 400,000 inspirational kitchens each year to homes in the UK. Its range is the UK's largest from stock, which means that trade professionals can collect exactly what they need, when they need it, to create a dream kitchen.

www.howdens.com

The Challenge

To standardise material handling equipment (MHE) training for 830 lift truck operators across four sites to improve security, safety, compliance and enable effective auditing. Processes and solutions needed to be scalable to support planned site expansion that will generate additional training requirements in the near future.



Having considered a number of accrediting bodies, it's clear that RTITB provide a fantastic level of support and excellent standards. Working with RTITB has provided us with additional assurance that the MHE training we offer is consistent across our business and is of the highest standard.

RTITB training materials are clear, concise and professional, and our MHE Instructors have commented that they're easy to apply. Standardisation is really important within the Supply Division, and RTITB has certainly helped us achieve this. We're looking forward to a long working relationship with RTITB."



Mick Dyer | MHE Coordinator | Howdens



What Howdens has Achieved Through Accreditation:

- Training processes, paperwork and standards are now delivered consistently by Instructors across all four Howdens sites to support operations in manufacturing, warehousing and transport
- Required course materials are bought in from RTITB for all training, ensuring the same high standards are delivered and saving Instructors valuable time with lesson planning and course material development
- All eight in-house instructors are trained to RTITB standards to deliver accredited training. They have all the materials needed to deliver refresher training on a 3-year cycle, as well as conversion training and training for new employees
- To support Howdens' varied operations, Instructors can easily obtain new course materials for varied truck types, from pallet trucks, to reach trucks, to MEWPs. Most operators are qualified on 2-3 different equipment types
- Howdens has benefitted from bespoke, accredited course materials developed by RTITB specifically for its operation. A pump truck training course is in development, with a custom training guide for truck loading and consolidation of loads on the horizon
- Standardised training allows Howdens to centrally co-ordinate its MHE Instructors activities, thus enabling Howdens to drive efficiency by maximising ratios on training courses
- As course paperwork is now totally consistent, administration is more manageable. Plus, the company has easier access to the information needed to prove compliance, if required
- Due to the high-quality materials, operators and Instructors have a positive attitude to MHE training throughout the business

MyRTITB TrainingFriend App:

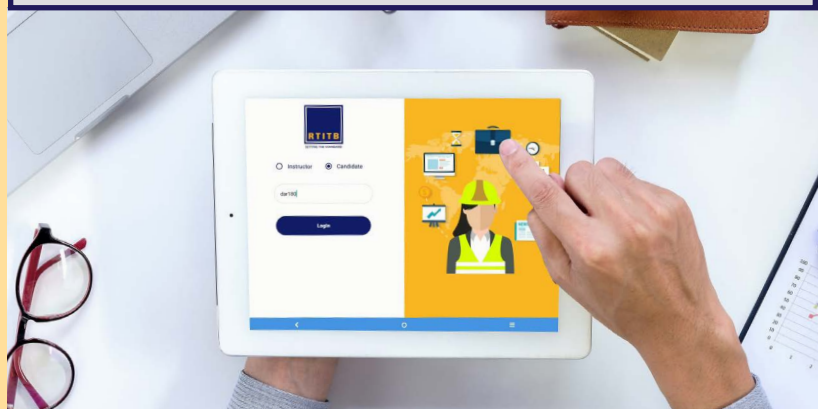
Despite effective processes and standards being in place, Instructors at Howdens must still complete a large amount of administration around training and assessment.

Howdens are looking forward to transforming this with the MyRTITB Training Friend App which improves efficiency by making these processes 100% paperless for the very first time.

“ We want to make our MHE Instructors' lives easier, and with the MyRTITB TrainingFriend app we will be able to reduce the volume of paper we process and subsequently reduce the amount of administration our MHE Instructors are required to do.

PDFs of training records will be automatically created, from where we can simply drag and drop them in our Learning Management System to ensure our people's learning records are accurate, concise and supported by evidence. ”

Mick Dyer | MHE Coordinator | Howdens



RTITB membership & training:

Howdens has been RTITB Accredited across all 4 sites since 2016, having used Accreditation services from RTITB intermittently since 2010. RTITB Accreditation is used to standardise procedures and training content across the whole MHE business operation.

The company has also been a member of the RTITB Master Driver Consortium, the largest Driver CPC Consortium in the UK, since 2009 with trained Instructors delivering compliant, flexible Driver CPC Periodic training to LGV drivers within the organisation.



Benefits of RTITB Accreditation:

- External accreditation from RTITB is an effective way of achieving and maintaining higher standards of training efficiency and safety, as well as supporting continuing improvement
- RTITB can accredit all types of MHE training including counterbalance forklifts, reach trucks, pallet trucks, stacker trucks, rough terrain telescopic handlers, and many more
- The varied training materials are engaging and highly visual, delivered through discussions, quizzes and practical instruction
- The course materials are designed to be intuitive and easy for qualified Instructors to use straight out the box, saving time on lesson planning and developing numerous types of training materials
- Safety is the priority for RTITB, so training materials are designed to change attitudes to support safe working practices, as well as to ensure high standards across all operations
- All the documents and forms needed are readily available to support Instructors with training administration. Paperwork is standardised across all courses to make record-keeping as simple as possible
- There are no hidden costs. An up-front fee covers all audits and includes access to a selection of 'off the shelf' RTITB training materials
- The expert team at RTITB provides support every step of the way, and can develop customised course materials to support business-specific training needs wherever needed
- Annual auditing helps provide peace of mind around compliance and empowers businesses with the information they need to take action in order to meet legal requirements
- RTITB Accredited organisations have the opportunity to sign up to use the MyRTITB TrainingFriend app which saves businesses even more time and money by making the training assessment and administration process totally paper-free

