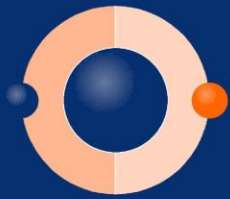


CASE STUDY



**TOTAL
EXCELLENCE
CENTRE**

KONE PLC TOTAL EXCELLENCE CENTRE DELIVERS 100% PASS RATE ON HEALTH AND SAFETY COURSES

THERE'S A SPARK IN EVERYONE...WE CAN FIND IT

Situation

KONE plc is one of the global leaders in the provision of elevators, escalators and innovative solutions for moving people around buildings and urban environments.

Employing over 30,000 dedicated experts globally in 49 countries, they provide innovative and eco-efficient solutions for elevators, escalators, doors, loading bays and access. They have a philosophy to support customers every step of the way; from design, manufacturing and installation to maintenance and modernisation.

The Approach

Total Excellence Centre has worked with KONE plc since 2003 on a variety of small and large training projects, including supervisory, project management, call centre, graduate development, health & safety and corporate governance training.

Health and Safety is of paramount consideration for the business and over the past year KONE plc has been working to raise the awareness of the safety side of the business with the whole workforce.

The Programme

A large scale programme of classroom based IOSH Accredited training was delivered throughout the UK to 900 engineers. The programme included:

IOSH Working Safely - a one day course for employees with no supervisory or management responsibilities; covering working safely, defining hazards, identifying common hazards, improving safety performance, protecting our performance.

IOSH Managing Safely - a four day course (delivered in blocks of two, two days to suit KONE's needs) for those employees who manage risk and resources within the organisation. The subjects covered included: assessing risks, understanding your responsibilities, identifying hazards, investigating accidents and incidents, measuring performance, protecting our environment.

More recently Total Excellence Centre has provided Corporate Governance for Senior Managers' involving all the Directors and Senior Management Team throughout the UK. The initial training was followed-up with course work that is continuing to add value directly to the business.

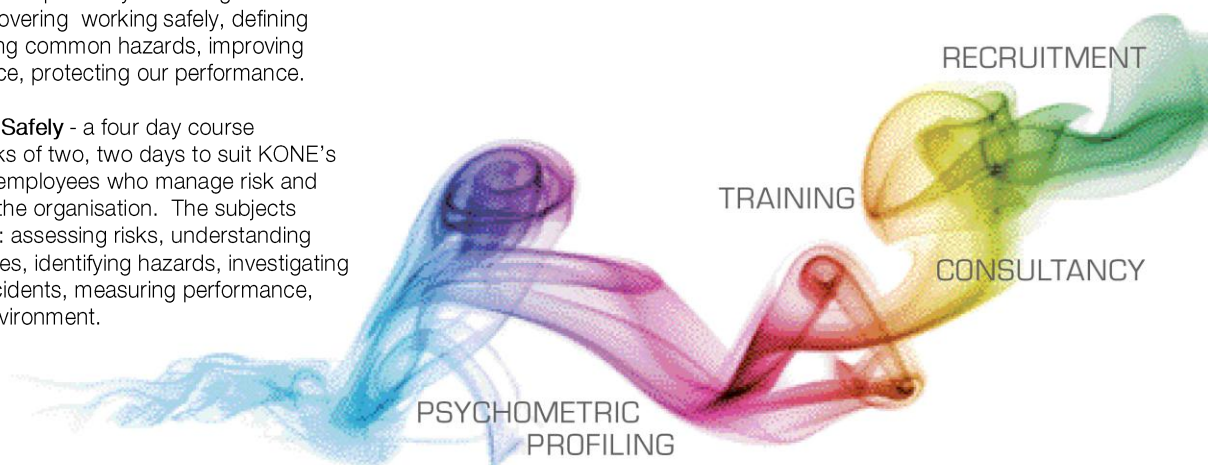
Results

Total Excellence Centre delivered over 100 learning days over a 12 month period with a 100% pass rate. The company will continue to monitor the impact of the training and provide a programme encouraging best practice in every aspect of health and safety.

What did the client say

A delighted Lesley Smith, Head of Employee Development, said;

"Total Excellence proved a really strong partner. We knew our demands were going to require an innovative and flexible approach to training. Our people, particularly the engineers, are on the move working in various places so are difficult to pin down to a particular day and time for training. They received the right training at the right time and with minimal disruption to the working day. It could have been a nightmare, but it wasn't.



Contact us on 0844 815 4817 or www.totalexcellencecentre.com