



## Case study

### Trend Higénia Ltd., Győr

#### *Quality at the workplace*

Trend Higénia Ltd. is interested in facility cleaning and distributes full range of products serving this activity in the last 15 years. By their philosophy the company aims to be able to satisfy all needs related to the purity and hygiene.

Their cleaning service and the related product range offered can be suited for all demands of the industrial facilities, public institutions, catering industry as well as the household.

#### The company

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##### Employees

The company employs 65 people of which 80% are low-skilled workers. Their cleaning work done by the cleaning workers can be organized either occasionally or on regular basis in various work schedules according to the needs of each customer.

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##### Challenges at the company

According to the company leaders the reliability, solution-oriented approach, striving for excellence, precision, personal responsibility, good communication, politeness, tolerance, ability to teamwork and organizational skills as the key components which are necessary for effective work in addition to the expert knowledge. The room for development are related to these factors.

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##### Corporate commitment towards employees

The management considers important to develop their employees according the possibilities. They support their employees as much as possible at work and also in the private life. When they heard about the program, they immediately recognized the links and the opportunities in which the development helps the positive attitudes towards work and efficiency of the staff, but is also an added value in their personal development.

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## The GO process



As the first step of the GO development we have tried to analyse what skills are needed for workers in typical work situations to be able to meet those challenges? What is needed for delivering quality work in this working environment?



### Assessment of individual development needs

Assessment of development needs carried out in the form of individual interviews confirmed that, while all workers are determined to deliver quality work, the meaning of quality are quite different comparing to the management's perception in this regards.

It was also found out that appropriate organizational skills, effective communication and time management, focusing on essential issues, or the ability to ask questions are required for the quality work – and many workers are missing a number of these skills.



### Tailored development program

The development program was implemented involving 8 employees, the total duration was 20 hours organized in 7 occasions. During each occasion we have processed and discussed certain typical work situations thus the skill development methods were imbedded in practical tasks. The activities were focused to develop the involved workers to be able to:

- manage their work time more optimally
- prioritize their work tasks
- compose their opinion, accept criticism
- communicate effectively in conflicts
- understand documents related to their position, and
- develop their self-knowledge.

### Evaluation

Both the management and the participants considered the program as a success, and both parties confirmed pleased to continue this development process, either with this group or with a new team.

The development program has also contributed to positively change the perception on learning of those groups that usually have prejudice and negative feeling about any learning. At the end of the development program on of the participants has expressed a sentence that has become the motto of the group: *"It's never too late to learn!"*