



Case study

Pa-Comp Ltd., Újfehértó

Cooperation among colleagues

Pa-Comp Ltd. is a family business operating at Újfehértó (Szabolcs-Szatmár-Bereg County) since 1993. This is a well reputed player in the local community both as an employer and a tax payer. The company dries, packages and distributes dry leguminous (peas, bean etc.) and other food products. Their production reaches 100 tons a year. Wholesalers and hypermarket chains are on the top of their customer list.

The company

Employees

The company employs approx. 40 people most of them as a production line or packaging worker, storekeeper, maintainer or driver. Being lower skilled workers they perform work processes that require speed, accuracy and cooperation as well as heavy physical efforts on a daily basis.

Challenges at the company

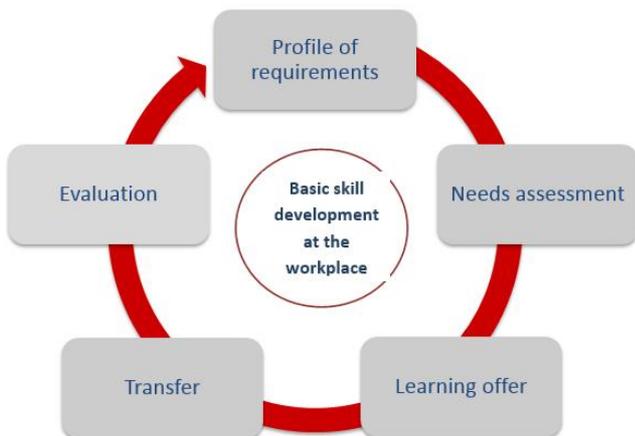
The company must meet the changing requirements of customers in a competitive environment and within an uncertain legal and financial framework. Employees can contribute to this by accurate work performance, cooperation and proper communication at the work place.

Corporate commitment towards employees

The management of the company is generally committed and open towards human resource development and high quality work force. The novelty of the GO process seemed rather evident and met their specific requirements.



The GO process



Production line and packaging workers were invited into the GO process. The identification of potential areas for improvement not only helped to better understand the development needs, but also enabled the trainer of the program to picture daily challenges of workers. The program focused on the following challenges that were identified in typical work situations:

- mandatory and proper use of smock and protective clothing at the workplace
- collaboration among colleagues
- cooperation and communication towards workplace leaders
- multilevel quality control activities under time pressure
- proper communication between workers in risky situations
- proper handling unexpected situations
- solidarity among workers



Assessment of individual development needs

We got acquainted with the company, the typical work situations and challenges through site visits, and individual or group interviews with the workers. As an interesting feature of the process, site visits were carried out in two different ways: once the foreman showed us around following which workers presented their own work fields and activities, the used tools including the related documents and notes.



Tailored development program

The 20 hour development program took place at the company site with the participation of 7 employees.

Evaluation

The company reported that communication among workers who participated in the program has improved, employees became more cooperative and helpful towards each other. As the manager said: "*This program is different than the rest.*" Workers appreciated positive feedbacks, reassurance, and the opportunity to get to know each other: "*... when you see a bit of the other's difficulties, motivations, you can better understand his actions, so working together becomes more efficient ...*".