

Rittal-CSM

Business Sector: Manufacturing
Business Size: 250-1000
Region: South West

Business Profile: Rittal-CSM, designs and manufactures racks and cabinets for the electronics and IT industries



Vanessa Bevan of Rittal-CSM with 12 other members of the Plymouth Manufacturing Group committing to the Skills Pledge

"Some of our people had no qualifications before taking part. It has given them a huge boost to their confidence".

Malcolm Bond
Training and Development Manager

The challenge

As one of the largest manufacturing firms in the Plymouth area – the company employs over 500 people and designs and manufactures racks and cabinets for the electronics and I.T. industries – it needs to recruit and retain good people.

With the largest global computer groups such as IBM, Dell and Hewlett-Packard among its customers and with sales across Europe, maintaining quality is also vital to the success of the business

What is Train to Gain?

Train to Gain is a service offering independent advice on improving the skills of your employees. The Service helps employers – of all sizes and in all sectors – to boost their business by training their staff.

Independent Business Link Advisers help you to find the right training and the right providers, and construct a training package tailored to each business.

The solution



Train to Gain Business Link Adviser Cathy Parnall has been working with Rittal-CSM since 2006.

"The company is very committed to ensuring its staff is fully-trained." She said. "There is a real emphasis on getting the people on the shop floor to benefit from new skills".

"Rittal-CSM is an excellent example of how by using Train to Gain, a company can gain real benefits to the bottom line very quickly.

The results

At Rittal-CSM about 40 staff have completed NVQs so far in warehousing and distribution; fabrication and welding; mechanical and manufacturing engineering and performing manufacturing operations. Training for a further 20 employees is now under way.

Training and Development manager Malcolm Bond has seen at first hand the benefits to the company since taking part in Train to Gain.

"It has been a big plus for the individuals and for the company. There have been tangible benefits for both, one of the guys on the production line did an NVQ level 2 and really shone – so much so that we approached him to apply for a more senior position and now he's a supervisor. There's no way he would've done that before."

While most of the NVQs have been linked to the manufacturing side of the business, Rittal-CSM has also trained some administrative staff in business administration and customer service.

While there are a number of ways Rittal-CSM is benefiting from having a more skilled workforce, one of the most easy to identify is a drop in health and safety incidents.

"Obviously health and safety is very important in manufacturing. All the NVQs have a health and safety unit in them and we have seen a reduction in incidents over the past year, which in turn has reduced our insurance payments," added Mr Bond.

The Skills Pledge

The company has also recently signed the Skills Pledge which puts training right at the heart of the business and, as an active member of Plymouth Manufacturer's Group, hope it will inspire other manufacturing firms to take a similar approach to training their employees.

What is the Skills Pledge?

The Skills Pledge is a voluntary, public commitment by the leadership of a company or organisation to support all its employees to develop their basic skills, including literacy and numeracy, and work towards relevant, valuable qualifications to at least Level 2 (equivalent to 5 good GCSES). The purpose is to ensure that all staff are skilled, competent and able to make a full contribution to the success of the company/organisation.