



...PROOF THAT TRAINING PAYS

Air conditioning specialist Ceilite generated hard evidence of increased profits and productivity as a result of training. Director Scott Gleed explains more...

This is what we do...

We continually develop and retrain staff to allow them to be efficient and safe to carry out their works. Our policy is to recruit and train apprentices and promote from within. This policy is at the heart of all we do and guarantees us a fully skilled workforce.

All staff are directly employed at Ceilite, so it makes sense to retrain and review best practice, a process that is led by our directors, managers and engineers. Working this way makes everyone feel valued – the proof is shown in our high staff retention and no skills shortages.

Over recent years the whole team has contributed to a comprehensive suite of risk assessment documents and safety procedures that are used when training our apprentices. Because the documents have been developed internally it means they not only contain improved ways of working from the people actually undertaking the tasks, but also allows us to cultivate new staff in line with these high standards.

Training works for us. Here's why...

We've been able to demonstrate increased turnover and profit against a backdrop of reduced accidents.



Also, by reducing the hours worked per person through recruiting and training more employees, we have created a better work/life balance which in turn has increased productivity.

The number of service call-outs that are repaired correctly the first time has risen by 40% through increased training – this has raised customer satisfaction and reduced costs. It also boosts employee confidence as we have no need to go back to an incorrect repair.

Finally, the numerous industry awards we've won over the years are the icing on the cake – they're public recognition of our internal efforts and raise our profile with clients and employees, both current and future.

The case in point

There are many examples of performance improvements as a result of learning and development activities. One is the multi-skilling of engineers so that members of the installation teams can also commission the equipment – this was previously carried out by the service engineer team and involved extra time as well as a separate call out for a different engineer.

We have improved cost-effectiveness for the company as well as ensuring a faster completed installation for the customer. It also provides more variety for the engineers and enables them to see the job through to completion.

Our advice to others...

Without skilled employees we would not be able to install, service or maintain air conditioning – full stop. If, like us, you want a safe, effective workforce that is able to carry out work in line with the customer's requirements, you must provide them with the knowledge, motivation and confidence to do well – any survival and future expansion is highly dependent on this factor.

Overall our staff development activity has undoubtedly made us more efficient, and improving productivity is something that no company should want to ignore. For us, the return has far outweighed the investment.



What a Good Day means to us...

It's when all our employees come home safe - if they and the customer are happy with how the work went, the customer will want to re-use our services. Then the employee has job satisfaction and will stay part of the Ceilite team.

*Good Day is brought to you by SummitSkills, the Sector Skills Council for building services engineering, helping you to develop the skills of your employees, making you and your business better equipped to succeed.