



Investors in People recognition

Jungheinrich UK Ltd has been accredited as an Investor in People (IiP). At a recent ceremony at the company's UK headquarters in Milton Keynes, the Mayor of Milton Keynes unveiled a plaque to mark the achievement.

Investors in People is a national standard which defines best practice for all aspects of developing a company's employees.

"In 2006 following a series of company restructuring programmes, Jungheinrich's management recognised that the business lacked a cohesive, defined culture. We used the Investors in People programme as a vehicle for restoring our culture," explains Gavin Kibble, Jungheinrich's Finance Director.

Gavin Kibble continues: "At the heart of IiP is the performance development and appraisal system. This gives our staff regular opportunities to discuss their development with their line managers. Areas for training are identified against required competencies for the job they are performing"

As a result a number of new training programmes, incentive schemes and individual reward and recognition schemes based on performance criteria established during the appraisal process have been introduced. Internal communications have also been improved thanks to the launch of internal monthly magazines and regular team briefing,

In collaboration with Milton Keynes Chambers of Commerce and as part of the Government's Skills Pledge, Jungheinrich has also introduced a company-wide range of NVQ courses aimed at developing their employees' commercial awareness.

Management courses have also been established to ensure that all managers attain a standard managerial skills set. "The appraisal system showed us that there was an enormous demand for different types of training.

For instance, several employees felt they needed a better understanding of finance," says Gavin Kibble. "Finance was regarded with fear and misunderstanding by many, so we implemented a course which has demystified finance and made it accessible and understandable".

Jungheinrich's staff have responded enthusiastically to the IiP programme as Gavin Kibble explains: "The culture of the organisation is now one where we have confident, productive people. There is a buzz about the organization, people are both happy and proud to work here and this has been evidenced by a significant fall in staff turn over the last two years."

Gavin Kibble concludes: "We can already see the effects that the IiP programme has had in our company's bottom line result and we believe that investing in our people, especially through training, will create a world-class organisation ready to take market share when the economy emerges from the current economic downturn."



INVESTOR IN PEOPLE