Improving food industry standards with NSF and TeamViewer

Headquartered in Ann Arbor, Michigan, NSF has been protecting and improving human health since 1944. Today, as a global, trusted and market leading pioneer in food safety and quality, global and national brands look to NSF for standards, training, testing, inspection and certification services.

With NSF's commitment to helping clients navigate industry challenges and changes, investments in digital technology have proven to be a successful route in maintaining food safety standards and driving greater efficiencies. To better support clients in hospitality, retail and food service industries, NSF found smart glasses to be an effective tool to help train staff in their food safety and quality programs.

Challenges

Labor shortages throughout the food industry can bring new risks for business across the food chain. Looking at the quick service restaurant (QSR) industry in North America, there is a turnover rate close to 150% with a typical new frontline employee costing the company around $6,000 – more than half of it spent on training and productivity loss, according to a Cornell Hospitality Report . With these challenges, thorough yet rapid and consistent training is essential for new employees, as well as upskilling the current workforce to meet changing demands and keep costs in check.

Key challenges include:

- → **Recruiting and retaining staff and cost implications due to a significant labour shortage and high turnover rates in the food industry**

- → **Maintaining food safety and quality in fast-paced environments, especially with newly recruited staff.**

- → **Balancing a quality customer experience with cost savings.Managers are continuously battling to provide quality customer experience whilst also saving on costs.**

- → **Being able to plan and look beyond navigating day-to-day staff shortages.**

With classic multi-tier trainings that contain a significant part of employee shadowing and other resourcebinding activities, productivity is severely lacking, while theoretical training may create a lower engagement and knowledge retention rates. Organizations are actively looking for creative solutions to this issue.

Solution

By combining NSF's deep industry experience of the strategic, financial and operational challenges the food industry faces with cutting-edge technology by TeamViewer, food industry players can deliver greater quality, drive consistency, efficiency and profitable growth. Specifically, using TeamViewer Frontline (also known as NSF EyeSucceed, powered by TeamViewer), a fully integrated augmented reality (AR) solution, food industry managers are training and upskilling staff to meet the highest food safety standards.

NSF introduced AR solutions to a leading US-based QSR chain, supporting their training for back and middle of house activities such as food preparation and cleanliness as well as maintenance procedures such as calibrating instruments. New employees simply put on the smart glasses and follow step-by-step instructions enriched with virtual photos, videos, and audio. The interaction works via voice commands, which adds to an interactive learning environment for quicker and more accurate learning in comparison to traditional shadowing methods. This also creates cost-savings for the customers, as the experienced employees no longer need to spend as much time onboarding and explaining procedures to new colleagues.

Thanks to the flexible TeamViewer Frontline solutions, the workflows were easily modelled based on the information supplied by the QSR. The Frontline AR expert team supported the process, as some of the provided content had to be adjusted to deliver the best possible learning outcome and fit for smart glasses. Going forward, the QSR will be able to adjust content by themselves to meet changing learning criteria.

To support the QSR, a globally acting entity, a variety of languages and speech recognitions was used and implemented throughout the global rollout.

To keep processes streamlined, the Frontline solution was integrated into the QSR's learning management system (LMS) as documentation is key for all learning processes to ensure food quality, end customer satisfaction, as well as HSE regulations.

Results

NSF was able to offer more effective, efficient and consistent training programmes for staff in the back and middle of house whilst fulfilling food safety standards. The self-paced, digitally supported and hands-free learning proved to be an efficient method for hands-on employee training.

Key Benefits

With the solution running on smart glasses, the training costs for frontline workers were reduced by 65%, while employee satisfaction with the training increased 83%.

The QSR consistently met their KPI targets, with a 50% increase in training accuracy, improved knowledge retention, and higher confidence and engagement levels compared to classic methods.

Optimum food safety standards have been ensured for the restaurant chain with detailed training provided via clear, step-by-step safety and cleanliness guides.

An easily scalable solution was rolled out globally over a short time, with over 500 devices deployed across five continents.

Seamless data exchange makes training certification easily traceable via LMS.

Outlook

As NSF proceeds to extend this use case to other companies within the food industry, technological advancements accompany the rollouts. Even before TeamViewer Frontline's AiStudio add-on was released, NSF has explored use cases within the food sector that can be supported with image recognition. One of the identified features that can help to maintain hygiene standards is automated glove detection. The technology confirms if employees are wearing hygiene gloves during food preparation by holding their hands in front of the smart glasses' camera. This feature supports the highest reliability of compliance to hygiene rules and ensures the chain meets NSF's requirements.

Take the next step

To learn more about the TeamViewer solution presented in this article, please contact your TeamViewer sales representative.
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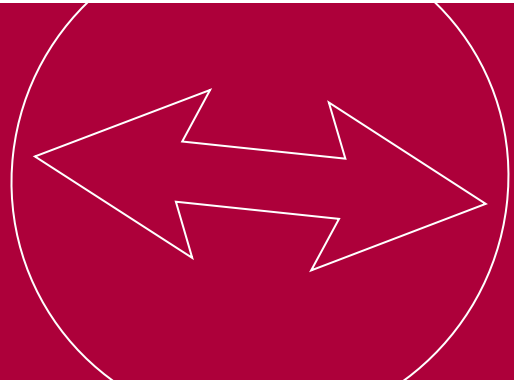
About NSF

NSF is an independent, global organization that facilitates standards development to minimize adverse health effects and protect the environment. With operations in 180 countries, NSF tests and certifies products for the food, water, health sciences and consumer goods industries to minimize adverse health effects and protect the environment. Founded in 1944, NSF is committed to protecting human health and safety worldwide. NSF is a Pan American Health Organization and a World Health Organization Collaborating Centre on Water Quality, Food Safety, and Medical Device Safety.

About TeamViewer

As a global technology company and leading connectivity platform provider, TeamViewer enables you to remotely access, control, manage, monitor and repair devices of all kinds. In addition to the high number of private users for whom the software is offered free of charge, TeamViewer has more than 600,000 paying customers and supports companies of all sizes and from all industries in digitizing business-critical processes through the seamless networking of devices: for example in the areas of remote connectivity, augmented reality, Internet of things and digital customer engagement.

Since its founding in 2005, TeamViewer's software has been installed on more than 2.5 billion devices globally. The company is headquartered in Göppingen, Germany, and employs more than 1,400 people worldwide. TeamViewer AG (TMV) is listed on the Frankfurt Stock Exchange as an MDAX company.

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