

WORKFORCE TRAINING IMPROVES QUALITY, BOOSTS SALES

ABOUT BLOUNT FINE FOODS. The Blount family has been in the food business since 1880. The premium product line includes refrigerated and frozen premium soups, sauces, sides and entrees for sale at restaurants, clubs and grocery stores. Based in Fall River, Massachusetts, with 350 employees, Blount's background in seafood has established the company as the largest producer of clam chowder and lobster bisque in New England.

THE CHALLENGE. Blount Fine Foods had enjoyed steady market share over the past few years and wanted to concentrate on customer retention rather than expansion. In addition, Blount's product quality had always found itself in the upper-cost tier at the retail level and it was important to control operational costs while adhering to government regulations in an ever-evolving industry. The company recognized the need to continuously develop and engage their staff in order to maintain high levels of quality assurance while controlling costs.

MEP CENTER'S ROLE. Through a Workforce Training Grant provided by the Massachusetts Manufacturing Extension Partnership (MassMEP), part of the MEP National Network, Blount enlisted the services of several training providers to focus on several key improvement areas. Blount employees participated in trainings on communication and leadership, microbial awareness training, HACCP (Hazard Awareness Critical Control Panel) certification, and coaching and team-building, as well as Train-the-Trainer sessions to develop in-house instructors. Blount increased efficiencies and reduced waste, and the company added jobs to keep pace with the boost in sales.

"The Workforce Training Grant not only allows us to expand the skill sets of our current employees, it has also given us the opportunity to demonstrate our commitment to our staff, as both team members and as individuals for their own development. In today's business environment, it has never been more crucial to retain a workforce and invest in a partnership for the long term. This grant allowed us this opportunity, and it has made a strong team even stronger."

-David Flavin, Learning & Development Coordinator

RESULTS



Added **114** jobs



Increased efficiencies,
reduced production waste by
15%



Exceeded sales projections by
38%



16 employees became
HACCP-certified

CONTACT US



100 Grove Street
Suite 108
Worcester, MA 01605



(508)831-7020



www.massmep.org

