

# Decreasing Absenteeism with Indeavor Call at Upfield

Case Study

## OVERVIEW

Upfield is a global leader in plant-based foods, known for driving positive change through its established power brands and commitment to cutting-edge food research. Operating in 90 countries, Upfield serves a diverse range of markets with its innovative and nutritious plant-based products, led by six iconic Power Brands and supported by a team of over 100 scientists dedicated to continuous improvement and sustainability.

## THE CHALLENGE

Before implementing Indeavor Call, Upfield Foods faced challenges in workforce planning and operational efficiency. Manual entry processes led to errors, hindering overall accuracy and efficiency in their operations. The absence of a streamlined system not only posed a risk to production challenges but also resulted in significant time wastage for supervisors who had to navigate through inefficiencies.

Additionally, Upfield experienced issues related to absenteeism, highlighting the need for a more effective and accountable system to address these challenges.

## HOW INDEAVOR HELPED

### Operational Efficiency

Indeavor Call significantly boosted Upfield's operational efficiency by streamlining processes and minimizing manual entry errors. This strategic implementation allowed supervisors to focus on addressing additional production challenges, contributing to an overall enhancement in Upfield's operational workflow.

### Cost and Time Savings

Indeavor Call significantly contributed to Upfield's cost savings by efficiently saving 30 minutes per scheduler per day, translating to a collective time savings of 5.5 hours daily for the team of 11 schedulers. This streamlined approach not only improved operational efficiency but also resulted in substantial economic benefits through reduced labor costs.

### Absenteeism

Indeavor Call played a pivotal role in addressing absenteeism at Upfield by introducing a system where employees had to speak to a real person when calling out, leading to a positive cultural shift. The personal interaction aspect contributed to a reduction in absenteeism as employees were less inclined to call out, fostering a greater sense of accountability and commitment.



3800+



Global



Food Manufacturing

## RESULTS

# \$70,060

saved in annual labor  
spend

# 12% - 23%

decrease in  
absenteeism rates