

## **Jiffy Trucks Ltd.**

Shipley, Bradford, BD18 1QG

Jiffy Trucks Ltd has developed and built distinctive and quality stainless steel snack and delivery systems for over 3 decades. The trucks are designed to be operated by one person attending multiple sites. With the daily selling window, staffing cost are kept low, with open display areas for hot, chilled and ambient foods. There are currently 6 trucks in the range with a variety of factory fitted options and accessories.

### **Description of informal learning:**

Jiffy Trucks Ltd has a 'fluid' skilled workforce that can, and does turn their hand to all disciplines needed within the company. They actively encourage the 'have a go' attitude and support a no blame culture. Suggestions and ways to improve the business are put forward and nothing is overly formal.

Mentoring, job rotation schemes and cover rotas are formally developed. The emphasis is very much on 'wide and varied and multi- skilled workforce. Jiffy provides staff with a wide and varied informal learning opportunities from mentoring, job rotation to social areas and social events.

Jiffy Trucks Ltd actively recognises that a multi – skilled workforce is a must for servicing customer needs. Employees are informed of the processes and opportunities for informal learning, with all new staff being placed with a skilled operative

Job advertisements and the selection procedure specify the attitude for learning and development rather than that of skills sets. It is more important that the potential candidate has the correct attitude rather than a particular craft.

Mentors are identified at induction. Induction is company wide and is a mix of formal and informal processes

Informal learning is valued as part of the Staff development process and staff are actively encouraged to undertake/try/develop a wide range of jobs and techniques.

Most problems that occur with production are solved on the shop floor and all staff are actively encouraged to be involved in the decision making and problem solution.

All staff are encouraged to meet with the customer and many staff visit the customer on site to see the trucks in a live environment.

Informal learning is recognised as part of the appraisal process where questions are asked in the appraisal process as to the appropriateness and satisfaction of mentoring, job rotation, coaching etc to inform the learning environment.

Communication channels support informal learning. Staff are actively encouraged to put forward suggestions and ideas. There is a no blame culture within the organisation which allows individuals to feel confident to try new ideas etc.

Social gatherings are the norm and are actively encouraged. The company pay and provide a Christmas party for staff. Football is played and supported by staff members on a regular basis.

## **Conclusion**

The management group view informal learning as the success factor of the organisation. Whilst some staff members were unfamiliar with the term 'informal learning' once the interviewer had discussed with them the nuances of what it was, all staff agreed that this way of working contributed significantly to the success of the organisation.