



# ADM enhances employees' regulatory knowledge thanks to multi-language, centralized learning

CASE STUDY



# Why did ADM approach SGS?

ADM, a global leader in human and animal nutrition and the premier agricultural origination and processing company, approached **SGS Academy** to provide multi-language courses to train and upskill new and existing employees. The aim was to ensure they meet quality and food safety regulatory requirements and industry standards, conform using a consistent delivery method to practically apply knowledge learned and identify best practices to utilize within the organization.

## Providing a global solution while meeting local needs

Understanding that professional development and retention were essential, our experts designed and delivered a focused, blended learning approach in multiple languages to ensure standard-specific knowledge retention that employees can apply during their day-to-day activities and managers can recognize and reinforce post-training.

By using our subject-matter experts to deliver the training while a dedicated project management team managed this centrally, we became ADM's optimal partner by providing a global solution while meeting its needs locally.

## The solution in detail

- Developed and delivered detailed quality and food safety training
- Virtual instructor-led training (VILT) courses for 600+ employees, in 15+ countries and 6 languages
- eLearning courses translated across 12 languages to consolidate learning and ensure full subject understanding
- Exams in English and translated for each course
- "Go-do" activities to enable employees to apply their learning to their day-to-day roles while encouraging colleagues to identify best practices
- Manager checkpoints to ensure that line managers were aware of the course content and could encourage attendees to use their knowledge to ensure the training was effective and reinforced the importance of applying it to daily work



## The partnership approach

The program was managed centrally in close collaboration with local SGS Academy offices. Our Learning Management System (LMS) was used to schedule courses, enroll learners and coordinate course delivery across all relevant countries.

Upon course completion, attendees could access the final test, download completion certificates and evaluate the training through the LMS. Full reporting on the attendees was then downloaded and reviewed.

SGS and ADM met regularly throughout the project to discuss multiple points, from course completion data and evaluation feedback to whether timelines were being followed and upcoming courses had attendees enrolled and confirmed.

The learner satisfaction rating indicated that all attendees were either Very Satisfied (5/5) or Satisfied (4/5).

# 4 or 5/5

All attendees were either Very Satisfied (5/5) or Satisfied (4/5).

## Why did ADM choose SGS Academy?

Mickey Steffeny, Global Director, Quality Management System Learning and Adoption at ADM, found SGS Academy's approach to learning and developing quality and food safety professionals consistent with her methodologies.

She said: "We don't just send people to training to 'fix them,' or 'check a regulatory compliance box.' We want to make sure that the knowledge learned is practical and applied from day one at work, and that supervisors are equipped to understand what their worker should be able to do, see or say differently, once they've returned to work from training. This reinforcement piece has always been a gap in learning partners.

"Sinziara and her team felt passionate about what ADM was trying to accomplish and really came together to make this approach come to life!"

## What were the benefits of the training?

Mickey continued: "Using a common vendor, with a consistent approach to the learning objectives and reinforcement process, helped us gain confidence that our quality and food safety professionals globally were receiving a consistent message, solid learning content and ways to support the supervisors on reinforcing the concepts learned.

"Our training completion numbers have increased by 35% and we are already beginning to see improvements in how our teams are being more thoughtful in their HACCP plans, RCAs and CAPAs.

"SGS has been a true thought partner and best practice leader to help us organize this process, which our teams are finding incredibly helpful. As of January 1, they are already asking for the SGS training calendar for all of 2025 – because they see the value in the approach we are taking. I'm thrilled that SGS saw the value in how I wanted the program to work and helped me make it a reality!"



TRAINING

## What did SGS Academy think of the partnership?

Sinziana Buliarca, International Account Manager at SGS Academy, added: "The SGS-ADM partnership has given us a much deeper understanding of ADM's requirements and how to support their specific business needs.

"It provided an excellent opportunity to centrally manage and locally deliver the full training life cycle. Ultimately, supporting ADM employees' knowledge application across the business is particularly where SGS Academy added value and it differentiates us from other providers."

## About ADM

ADM is a global leader in human and animal nutrition and the world's premier agricultural origination and processing company. Its breadth, depth, insights, facilities and logistical expertise give ADM unparalleled capabilities to meet the needs for food, beverages, health and wellness, and more.

Headquartered in Chicago, Illinois, ADM covers more than 200 countries and employs over 42,000 people.

## Why SGS Academy?

We are the world's leading testing, inspection and certification company. We are recognized as the global benchmark for sustainability, quality and integrity.

Quality training is the key to keeping pace with the latest industry practices, technical and ISO standards, and regulatory compliance. We offer consistent, high-quality training across your organization, both locally and globally, providing the skills and knowledge to transform your people and business.

SGS Academy in numbers:

- Courses in more than 100 countries
- A portfolio of over 20,000 courses, in more than 20 languages
- A network of more than 1,000 tutors
- Training delivered to over 200,000 people a year

Discover our range of [training](#) now.





**When you need to be sure**

**SGS Headquarters**  
1 Place des Alpes  
P.O. Box 2152  
1211 Geneva 1  
Switzerland

**sgs.com**



**SGS**