



Kimberly-Clark Modernizes Factory Training and Employee Retention with IFS Connected Worker



Kimberly-Clark, a global leader in personal care products, set out to transform how its frontline teams learn, share knowledge, and access critical work instructions. By implementing IFS Connected Worker, Kimberly-Clark accelerated onboarding, improved operational efficiency, and empowered employees with real-time access to the information they need, driving measurable improvements in productivity and retention.

Modernizing Outdated Training Processes

As a company with a rich history of operational excellence, Kimberly-Clark faced growing pains in adapting its training and workforce management systems to the demands of a modern, connected manufacturing environment. Traditionally, the company relied on paper-based training documents, standalone checklists, and inconsistent onboarding practices across sites.

These outdated methods were frustrating for new hires and existing employees alike. Bailey Payne, Training Leader at the Huntsville facility in Canada, described the challenges:

“Our training system was confusing and manual. Training documents were often out of date or hard to find, leading to inconsistent learning experiences and frustration among employees.”

Additionally, Kimberly-Clark experienced high turnover rates, with many experienced operators retiring and a significant portion of the workforce needing to upskill. The impact was particularly evident during the pandemic, when the company turned over more than 50% of its staff in three years.

“Our employee survey scores reflected dissatisfaction around engagement and training,” Payne noted. “We knew we needed a system that could streamline processes, improve knowledge retention and ultimately enhance the overall training experience.”

About Kimberly-Clark

Kimberly-Clark, a global leader in personal care and hygiene products, is renowned for its innovative brands like Kleenex®, Scott® and Huggies®. Operating in 175 countries with over 40,000 employees, the company sought to modernize training and improve workforce engagement. Its manufacturing teams are transforming how essential products are made by embracing automation and data-driven operations, as well as addressing challenges such as high turnover and a growing skills gap.

*** Kimberly-Clark**

A Digital Transformation with IFS Connected Worker

Kimberly-Clark identified IFS Connected Worker as the ideal platform to address its training and workforce challenges. The solution was implemented across 10 sites in North America, starting with a proof of concept and scaling to full deployment within 3 years.

The implementation focused on three key areas:

1. Faster Access to Standard Procedures

Kimberly-Clark digitized its training materials and work instructions, making them accessible in real time via iPads on the production floor. This allowed employees to quickly locate and review standard operating procedures directly at their workstations.

2. Enhanced Training Experiences

By integrating multimedia elements like videos and images into training modules, they transformed how employees learned new skills. Training materials were designed to match modern learning preferences, enabling more effective and engaging experiences.

3. Improved Employee Engagement

IFS Connected Worker facilitated better communication and collaboration among employees. Operators could share knowledge, post issues, and receive timely responses, fostering a sense of inclusion and ownership.

The Results: Tangible Improvements in Efficiency and Engagement

The implementation of IFS Connected Worker yielded impressive results, demonstrating its impact on Kimberly-Clark's operations and workforce:

- **90% Faster Access to Work Instructions**
Employees could instantly access up-to-date digital work instructions on the floor, significantly reducing the time spent searching for information. This streamlined approach ensured tasks were performed safely, efficiently, and to standard.
- **14% Reduction in Employee Turnover**
By simplifying training and enhancing the overall employee experience, Kimberly-Clark improved retention rates. Employees felt more confident and valued in their roles, contributing to a more stable and motivated workforce.
- **90% Better Training Experience**
Employee feedback highlighted significant improvements in training quality and effectiveness. With multimedia resources and structured processes, trainees found it easier to grasp concepts and apply them on the job.

Benefits seen using IFS

- Instant access to digital work instructions on the production floor
- 90% improvement in training quality and effectiveness
- 14% reduction in employee turnover rates
- Enhanced collaboration and knowledge sharing among frontline teams



Connected Worker has simplified training and connected learning directly to work. It's not just about training faster; it's about training better. Employees now feel more confident and engaged in their roles."

Bailey Payne, Training Leader,
Kimberly-Clark Huntsville

A Strategic Rollout: From Proof of Concept to Full Deployment

Kimberly-Clark's success with Connected Worker can be attributed to a well-executed rollout plan:

1. Proof of Concept

In 2021, the company piloted it at select sites to evaluate its potential and alignment with Kimberly-Clark's goals. These initial implementations provided valuable insights and helped refine the deployment strategy.

2. Scaling Across North America

By 2023, the platform was launched at five additional sites, with all 10 sites in North America fully operational on the platform by 2024. Each site tailored its implementation to address local needs while adhering to a standardized framework.

3. Sustaining and Expanding Use Cases

Kimberly-Clark established a community of practice to share learnings across sites and continuously improve the system's effectiveness. Monthly meetings allowed teams to identify new use cases, ensuring the platform evolved alongside the company's needs.

A Cultural Shift: Empowering Employees Through Digital Tools

Beyond the quantitative results, the platform enabled a significant cultural shift within Kimberly-Clark, transforming training from a compliance-driven task into a dynamic, employee-centered process.

"Connected Worker has simplified training and connected learning directly to work," Bailey Payne explained. "It's not just about training faster; it's about training better. Employees now feel more confident and engaged in their roles."

The platform also empowered operators to take ownership of their knowledge and skills. With real-time access to procedures and troubleshooting guides, employees could solve problems independently and contribute to continuous improvement efforts.

Key Takeaways for Manufacturers

Kimberly-Clark's journey offers valuable lessons for manufacturers looking to enhance training and workforce engagement:

1. Prioritize Accessibility

Providing real-time access to procedures and training materials ensures employees have the information they need to perform their tasks efficiently and safely.

2. Modernize Training Methods

Integrating multimedia resources into training modules aligns with modern learning preferences, making it easier for employees to absorb and retain information.

3. Foster a Culture of Engagement

Tools that facilitate communication and collaboration empower employees to take ownership of their learning and contribute to organizational goals.

Ready to Transform Your Workforce?

Kimberly-Clark's success demonstrates the transformative power of a connected worker platform to improve training, retention, and employee satisfaction. **Contact us today** to learn how IFS Connected Worker can help your organization achieve similar results.

Find out more

For further information, contact your local IFS office or visit [ifs.com](https://www.ifs.com)

