

“It has increased professionalism across the business.”

People First delivers benefits to global composites firm.

MHR



Customer:
Toray Advanced Composites



Number of employees:
80+



Sector:
Manufacturing



Solution supplied:
People First HR
Talent Management
Recruitment

About Toray Advanced Composites

Originally established in 1988, this Nottinghamshire based manufacturing business became part of Toray Industries Inc. in 2018.

Toray manufactures advanced thermoset and thermoplastic composite materials used in the production of lightweight structures for commercial, general aviation, military and unmanned aircraft. They also produce composites for the performance car industry, space exploration and the oil and gas industries.

Toray Advanced Composites has sister companies in The Netherlands and the US.

They have been using People First since March 2019.

What they were looking for

After years of using an array of Excel spreadsheets to record employee information and performance, Toray wanted a more efficient, reliable system and process. They wanted to store all key information about employees in one place – benefits, healthcare, names and addresses, salaries and disciplinarys. Monitoring performance more efficiently was a primary goal.

Head of Human Resources, Angela Savage had previously used HR systems in other companies. She embarked on a research process to find a system that would meet Toray's needs.

Some of the systems Angela looked at were “overly complex”. And then she came across People First.

“People First has brought a formality and professionalism to the manager-employee review.”

Angela Savage

Head of Human Resources

Toray Advanced Composites

Results and benefits

People First has enabled more effective tracking and recording of production employees performance. It's used for employee check-ins (which replaced annual appraisals), succession planning, reviews, monitoring competencies and performance – facilitating an increased level and improved quality of contact between managers and team members. A narrative component adds context to competencies and scores.

Team members can review and feedback on what has been recorded in check-ins.

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Challenge

Toray Advanced Composites wanted to:

- Move away from multiple spreadsheets holding different elements of employee information
- House all employee information in one system – a system that was easy to use with information easily retrieved
- Increase and improve the employee review process – to make it more formal and professional
- More effectively record and measure employee competencies

“The social media-type ‘feel’ of People First has helped user uptake and engagement.” – Angela Savage

Outcomes

The system implementation and transfer of data from various sources went smoothly and quickly.

Toray uses People First to support their Aerospace Standards audit by showing how employees have met required competencies.

In 2021 an employee was promoted to a new position based on the competencies and succession planning scores in People First.

Using People First has improved the recording of information and significantly enhanced communication right across the business.

“It's user-friendly and very visual.” – Angela Savage



“People First has enabled me to better manage training and competencies. It has also given us the ability to recognise good work which has fed into our everyday work culture and improved morale.”
– Jason Wilde, Production Manager



Production team members' competencies recorded and reviewed effectively.



Source of truth record supports competencies audit by external bodies.



The 'recognitions' function is popular and widely used.