

The Piantedosi Bread Company was founded in 1916 by an Italian immigrant and has remained a family business with the 4th generation now transitioning into leadership. The company produces over 500,000 units of bread and rolls per day and is sold nationally at restaurants and retail locations. The company employees approximately 200 people, the majority of whom are immigrants from over 20 countries.



THE CHALLENGE

- Traditionally managed in silos, with little collaboration across departments; sought to reset the culture to be more proactive vs. reactive.
- Even as demand has grown, efficiencies have not kept pace; needed to operate more efficiently to stay competitive.
- Wanted to minimize communication breakdowns that can affect productivity, quality, and safety.

THE SOLUTION

Training included: Leadership skills for Sr. Managers, Mid-level and Emerging Leaders, and Supervisors. (e.g. Interpersonal Communication, Team Building)

Process improvement (e.g. Value Stream Mapping, Root Cause Analysis, Problem Solving)

Advanced ESOL, Literacy (writing and math)

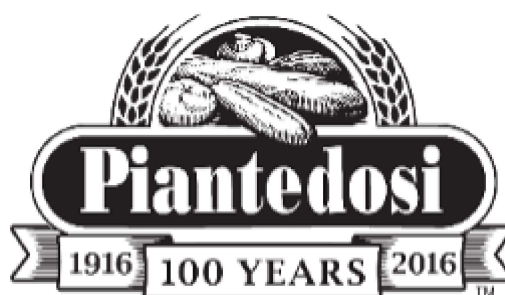
BUSINESS IMPACT

Reduced raw material waste
25%

Safety record for 2020 was the best in company history 

Reduced complaints re: freshness from 49 to 3

Eight employees were promoted



“ I came to the US in 1996 from El Salvador and English class has been good for me and gave me more opportunity. I’m not scared to speak to my boss and other people. My daughter is proud of me and told me “you speak so much English now”.

Reyna Gladamez, Participant

For more information on the Workforce Training Fund Program, including eligibility information and how to apply, visit workforcetrainingfund.org and follow us on Twitter: @MassWTFP