intertek alchemy

Case Study

CarParts.com Drives Safety and Savings with Intertek Alchemy

Industry
Automotive Distribution

Employees
1,000+ across 4 U.S. distribution centers

Products
Alchemy Coach, Playbook, Manager, and Player

>$1M
annual savings

34%
safer workplaces

2x
higher retention





SOPs were recorded and distributed using Playbook.

Challenges

CarParts.com operates four high-volume distribution centers across the U.S., shipping more than 6,000 units daily from its Jacksonville facility alone.

Before adopting the Alchemy Training System, training relied heavily on word-of-mouth knowledge transfer. The absence of consistent standard operating procedures (SOPs) led to:

- Wasted time and errors on the floor
- Inconsistent new-hire onboarding
- Safety incidents and high turnover

CarParts.com needed a scalable way to reinforce procedures, maintain accountability, and engage a fast-growing workforce.

By implementing Alchemy Coach, Playbook, and Manager, CarParts.com built a structured, dependable training and auditing process across all their distribution locations.

Supervisors gained visibility into team performance and could immediately retrain employees based on data from audits — creating a closed-loop system for continuous improvement.

Results

- **$1M+ annual savings through reduced errors and improved productivity**
- **34% year-over-year improvement in safety scores**
- **Retention rate more than doubled, from 40% to 84% at the Jacksonville facility**
- **30% increase in new-hire retention company-wide**
- **Training now delivered consistently using SOPs, not word-of-mouth**
- **Employees report higher engagement and trust in leadership**

> *Alchemy helped us improve not just productivity, but quality — people now understand **why** we do things.*

— Rick Wessling, Director of Operations

> *What makes me brand loyal is that Alchemy truly listens. If I bring an idea, I know I'll see it reflected in the product.*

— Sam Keeler, Director of Training