

WOOLWORTHS

Training on Dual Systems During Agile Development

Founded in 1924, Woolworths along with Coles forms a near-duopoly of Australian supermarkets, accounting for about 80% of the Australian market. As of August 2019, there were 981 Woolworths supermarkets and 43 Woolworths Metro convenience stores as well as hosting Woolworths Online.

The Proactive Maintenance Project involved delivering a new version of their Asset Management system, to replace their ageing version. Cubic provided learning consulting services on both the current instance of the system and the new instance being developed.

PROJECT SUMMARY

Cubic supported Woolworths by developing and delivering training for Maximo. Working with an Agile methodology, Cubic was able to design and deliver documentation, videos, eLearning and face-to-face training.

SERVICE

Enterprise Learning

Part of this delivery was completed during the COVID-19 pandemic, our consultants relied on their experience with remote engagement and delivery to ensure the expected quality outputs and service were maintained.

TEAM

Training Manager





PROJECT OVERVIEW

The Proactive Maintenance Project is a large-scale asset management & IT implementation, delivering a new Enterprise Asset Management (Maximo) application to replace the current aging instance of Maximo. Dual systems were used while the new application was in agile development and many stakeholders have required training on the current instance prior to training on the new application.

Cubic was engaged to provide learning consulting services to:

- **Design, develop and deliver training** for the current instance of Maximo and the new application including documentation, introductory videos, eLearning and face-to-face training to a large number of stakeholders (store teams, technicians, facilities management and support office teams)

We provided the following key services and resources as well as developed and implemented the following deliverables across the program:

SERVICE

- Designed and delivered training for distribution centre and support centre users on the existing system as BAU
- Designed and delivered training for Smart Stores which pilots new initiatives
- Designed and delivered training for a mobile application used by field technicians
- Supported the transition of the scheduling function to a support centre of 15 people. Users were trained to schedule, approve and relog work orders.

RESOURCES

- **Training Manager** – Training management inclusive of developing and delivering a comprehensive approach to enabling the end user community

DELIVERABLES

- Training Needs Analysis including a gap analysis
- Training Artefact Plan outlining total number of videos, modules, face-to-face artefacts
- In depth course catalogue
- Training documents created in agile environment ensuring training is up to date and aligns with the sprint schedule
- Design of learning materials using Captivate, Google Slides, Google Sheets and Google Docs
- Delivery face-to-face sessions to a range of stakeholders and customizing materials for each session. Identified different channels to engage with the different audiences
- Developed and maintained a feedback loop with end users for continuous improvement.

This led to a successful transformation with highly effective learning and adoption:

OUTCOMES

Cubic designed and delivered a structured and coordinated program of work that achieved the following outcomes:

- End users received a quality learning experience and are now proficient in current instance and prepared for the new instance
- With regular engagement through training, the project receives real-time feedback that what they are developing/delivering is being well received
- From a business perspective, productivity is not being affected. Confidence that with the amount of change going on, little amount of impact because processes are now smoother and better understood.

LEARNINGS

- Ensuring users are confident and comfortable on current instance of Maximo, will require less training for new instance of Maximo
- One approach doesn't suit all. Creative approaches required to find efficient ways to interact with stakeholders. E.g. Field-based technicians without access to laptops.
- In the absence of a Learning Management System, we have used Google Drive. Making sure people know where to access materials through regular communications, and making the material available where they access regularly
- Fail fast and recover quickly is true in this scenario. The pilot on the Smart Stores enabled us to take learnings into next phase. Piloting was advantageous.

FIND OUT HOW WE CAN IGNITE CHANGE TO IMPROVE ADOPTION WITHIN YOUR ORGANISATION TODAY.



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