

SAP Implementation



As a Unilever plant began installing SAP's maintenance module, they began to worry that a piece was missing from the corporate-driven training plan.

The challenge:

When this plant was informed by Corporate that they were receiving the SAP maintenance module, the training plan was already in place. The plant would receive training for a group of "super-users." The super-users would then replicate that training to train all remaining staff at the plant on how to use SAP. Challenge 1: The plant needed all staff to be able to use SAP effectively when the system went live but were unsure of what to expect from the weeklong corporate-planned training. Would learners "get it" or leave training

feeling overwhelmed and confused? There was no way to predict. Challenge 2: Super-users could not take time away from their "real" jobs to conduct SAP training. Plus, they are not trainers and would not feel confident teaching in a classroom setting.

The solution:

Existing employees were certified at a sister Ice Cream plant, using Learning Guides, on-the-floor practice, and Competency Checks. Then in a validation phase, they gained priceless experience by running the processes themselves.

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Luminance has done a great job here, especially with such short notice and time to prepare. We went live with SAP Tuesday, and the Users are successfully using the system.

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Brian Chorba
Unilever Pilot Plant SAP liaison



The results:

After attending Luminance's SAP Learning Guide training, all users were able to perform their job tasks in SAP successfully and efficiently.

The Learning Guides, which are now property of the plant, also:

1. Shortened training time by 3 days by allowing users to learn only tasks that are relevant to them
2. Created one "best practice" way to perform each SAP task, meaning everyone performs correctly and consistently
3. Enabled the plant's internal trainers to train all future users upon being hired, contributing to sustainability

