

Supporting SAP EWM/TM Training for a Leading CPG Company

A leading manufacturer and distributor in the paints and coatings industry was implementing SAP Extended Warehouse Management (EWM) and Transportation Management (TM) for all their U.S. and Canada distribution centers (DCs). The client completed this process through seven waves, ramping up from one DC in the initial wave to four DCs in a single wave. With over 300 warehouse personnel to train on the new Warehouse Management system and a tight project timeline, a significant challenge was posed to the training team to support the SAP implementation effectively.

The client engaged Clarkston Consulting to assist with the training plan across all seven waves. This included creating training documentation (job aids, exercise guides, and Business Process Procedures (BPPs)), facilitating the training, and planning large-scale training events to provide a classroom learning environment as well as hands-on experience to ensure proper readiness.

The outcomes of this effort equipped the warehouse personnel with confidence with SAP EWM/TM, enabling successful project go-lives across 13 DCs.

Consumer Products Case Study

PROJECT OVERVIEW



INDUSTRY:



Consumer Products

PRODUCTS AND SERVICES:



Paints & Coatings

PRIMARY OBJECTIVES:

- Support SAP EWM/TM training
- Facilitate creation and testing of training data
- Develop sustainable training documentation

SOLUTION:

- Worked with the client's SAP Center of Excellence (COE) team to request and review training data for each course
- Developed BPPs using SAP Enable Now, job aids using Microsoft Word, and exercise guides using Microsoft Word and Excel for EWM/TM transactions
- Assisted with facilitating Train the Trainer (TTT) / End User Training (EUT) through organizing training rooms, distributing training material, assisting with demoing SAP exercises, and recording attendance in Client's "My Learning Center" Learning Management System (LMS)
- Monitored role access for warehouse personnel through My Learning Center reporting
- Generated role mapping files for all users to be mapped to the required training courses in My Learning Center
- Assembled training documentation packets to be used for EUT
- Facilitated "Saturday Practice Sessions," which were large-scale training events, by leading meetings, developing a tracker, and providing on-site support

KEY BENEFITS:

- SAP EWM/TM training support across 13 sites and 5 project go-lives
- Successful planning and facilitation of Saturday Warehouse Sessions to provide hands-on experience for all warehouse personnel
- BPPs and job aids developed that can assist new hires with using the new system
- Course decks and exercise guides developed for WiFi/Lite training courses in combination with the tested, functional exercise data

KPIs

- Smooth and timely project go-lives due to sufficient training
- Warehouse leads gained enhanced leadership experience through the train-the-trainer approach

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