

Supporting organizational change.



Client/Location

Grainger/Lake Forest, IL

Project

Getting employees within the organization ready for the SAP environment

Highlights

- Development of more than 20 versions of the Workforce Readiness Guide for each functional area of the client's business
- Provided accompanying material in addition to the guides, to give a clear and succinct understanding of the changes in the SAP environment, and how to be ready for them



Mastech Digital is a certified minority supplier with the National Minority Supplier Development Council.

A nationally-recognized supplier of industrial Maintenance, Repair, and Operations (MRO) supplies required immediate assistance for change management project

Client Challenge

Grainger is a leading broad line supplier of facilities maintenance products serving businesses and institutions in Canada, China, Mexico, and the United States. The client serves more than 1.8 million customers through a network of nearly 600 branches, 18 distribution centers, and multiple websites.

During the development phase of an SAP implementation, the client developed a change management strategy that included regular communication of project progress and preparation for change. One part of that preparation was a Workforce Readiness Guide for employees.

Mastech Digital Solution

Mastech Digital developed 23 versions of the Workforce Readiness Guide to be used throughout the organization to prepare all employees for the implementation. The Mastech Digital team worked with client SMEs from each functional area to identify and coordinate the development of content. The final guides included both common and process-specific content. The guides were created in Word using a linked text structure to minimize editing as content was added or updated. The guides and accompanying materials were to be used in presentations by managers to all employees throughout the organization.

Deliverables included:

- Workforce Readiness Guides (23)
- Slide presentation for each guide
- Handouts for some process areas
- "Train the Manager" Guide
- Slide presentation for "Train the Manager" Guide
- Change Management Presentation for Managers
- "Train the Manager" Workshop

Outcomes

The organization regularly polled employees to monitor change management progress. In the survey following the implementation of the guides, it was determined that a high proportion of the employees attended the Workforce Readiness workshops and that the content did provide an understanding of how SAP would affect the way employees would do their work in an SAP environment.