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Kraft Heinz

Client/Location

The Kraft Heinz Company/
Pittsburgh, PA and Chicago, IL

Project

Training end users on how to best use the new supply-chain system

Highlights

- Developed a training program for employees to understand how to use the new supply-chain system, and how that tool affects the overall business process
- Segmented the overall training program, beginning with overview courses, followed by basic courses and more hands-on sessions thereafter, to provide an effective walkthrough to end users



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

Multinational food manufacturer required immediate assistance for a new system training project

Client Challenge

The Kraft Heinz Company was implementing a new enterprise supply-chain system. This new system would handle the Fulfillment, Master Scheduling, and Production Planning aspects of the supply chain. In preparation for the new system, the company had recently re-aligned its workforce. Now, each role would be more specialized in an area of the supply chain and be responsible for a product category. Previously, each role often was responsible for all areas of the supply chain and multiple product lines.

The company wanted a more comprehensive training program that was not solely focused on the tool. To develop employees that were able to troubleshoot, the company realized that the training needed to include the business process.

Mastech Digital Solution

Mastech Digital's consultants developed a curriculum for the primary and secondary users of the new system. The curriculum consisted of 19 courses with a total training time of 85 hours. By dividing the curriculum into three levels, it was easy to organize learning paths by role. The three levels were:

- Overview courses that were completed by all audiences to provide a high-level view of how each function fit into the supply chain.
- Basic courses that included both hands-on and business process. Using a day-in-the-life format, participants were walked through their primary tasks.
- Practicum sessions that were an extension of the basic courses. These sessions allowed for more hands-on time with the system in a non-training environment. Users were able to do their job in an environment that mimicked the live environment while receiving feedback from a coach.

All three types of training included activities and exercises to engage the learners.

Instructor-led training was the primary method of delivery. Overview courses were delivered both by web meeting and classroom. This method allowed training materials to easily be updated by rollout phase and also provided participants to get to know their new team members.

Outcomes

The training more than met the client's expectations and is considered as the most effective training to date. By standardizing the training materials, instructors were able to easily transition on and off the project. Participants received easy-to-use guides for the tasks completed most often, as well as relevant job aids.

The client has engaged Mastech Digital to convert four overviews to eLearning. The modules were originally developed for the classroom due to content volatility and development time available.