ABC Company is currently in the process of implementing a new order entry system. The planning, analysis, and design phases have been completed. Before the new system is implemented, the training and installation schedule must be determined.

Based on the following information, develop a training schedule for the employees at ABC Company.

* You will be the only trainer for this project.
* Training will occur on Monday through Thursday, 8:00am – 5:00pm. Lunch is scheduled from 12:00-1:00pm.
* You will train 30 customer service reps (CSR), 5 managers, and 4 IT support staff.
* The IT staff must be completely trained before any other training can occur.
* The IT staff must be trained in groups of 2 and will require 16 hours each with a maximum of 4 hours per day.
* Managers require an individual 2-hour overview training and two of the managers must be trained before the CSR’s.
* CSRs can be trained in groups of 6. Each group will require 8 hours of training with a max of 4 hours per day.
* Data conversion will occur on a Friday, Saturday and Sunday as soon as training is complete.
* The new system will be operational on Monday, using a direct installation method.

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| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| Week 1 | IT-groupA  4-hour, 8-12  IT-groupB  4-hour, 1-5 | IT-groupA  4-hour, 8-12  IT-groupB  4-hour, 1-5 | IT-groupA  4-hour, 8-12  IT-groupB  4-hour, 1-5 | IT-groupA  4-hour, 8-12  IT-groupB  4-hour, 1-5 |  |  |  |
| Week 2 | Manager1:8-10  Manager2:10-12  Manager3:1-3  Manager4:3-5 | Manager5:8-10  CSR-groupA  4-hour,1-5 | CSR-groupA  4-hour,8-12  CSR-groupB  4-hour,1-5 | CSR-groupB  4-hour,8-12  CSR-groupC  4-hour,1-5 |  |  |  |
| Week 3 | CSR-groupC  4-hour,8-12  CSR-groupD  4-hour,1-5 | CSR-groupD  4-hour,8-12  CSR-groupE  4-hour,1-5 | CSR-groupE  4-hour,8-12  CSR-groupF  4-hour,1-5 | CSR-groupF  4-hour,8-12 |  |  |  |
| Week 4 | Make-up if necessary | Make-up if necessary | Make-up if necessary | Make-up if necessary |  |  |  |

See Rubric on following page.

#### Scoring Guide

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| --- | --- |
| Criteria | Ratings |
| Document is submitted with student’s name, chapter number, and date; and uses correct grammar, punctuation, and spelling | 4 2 1 0 |
| IT Staff have been accurately set up on the training schedule | 4 2 1 0 |
| Managers have been accurately set up on the training schedule | 4 2 1 0 |
| CSR’s have been accurately set up on the training schedule | 4 2 2 0 |
| Data conversion has been accurately assigned on the training schedule | 4 2 1 0 |
|  | **20** |