



Case Study

Reengineering Change Management and User Adoption for a Global Automotive Manufacturer

Having been a GP Strategies® client for 10+ years, one of our global automotive clients asked for assistance when its first launch of SAP Extended Warehouse Management (EWM) failed due to complications and poor results post-go-live at the initial launch location. GP Strategies provided Change Management (OCM) and innovative curriculum options to ensure future success at the next three locations.

Project Future State

Scope

- Global platform implementation of SAP EWM
- **Over 100** global locations and over 25,000 end users
- Change management and communications
- **Experiential Learning Lab** Training design and development
- In country **Training Delivery** with local language-speaking trainers

Approach

- Added robust communications plan six months prior to each launch including in-facility TV campaigns
- Redesign of 200-page User Guide to hands on experiential learning lab
- Added robust Super User training and in country training facilitators
- Added job aids and Quick Reference Guides



RF Lab Experiential Learning

RF Lab: Concept

In partnership with GP Strategies

“Warehouse in a Box”

- **Documentation**
 - Instructor Guide
 - Quick Reference Guides
- **“Real” Locations and Products**
 - Simulation Parts
 - On Warehouse Floor
- **Production Simulation Equipment and System Environment**
 - Extensive Data Management
 - Work Tasks

Four Stages of Experiential Learning

- I am doing
- I am observing
- I am realizing
- I am learning

Mobile RF Lab

Hands On

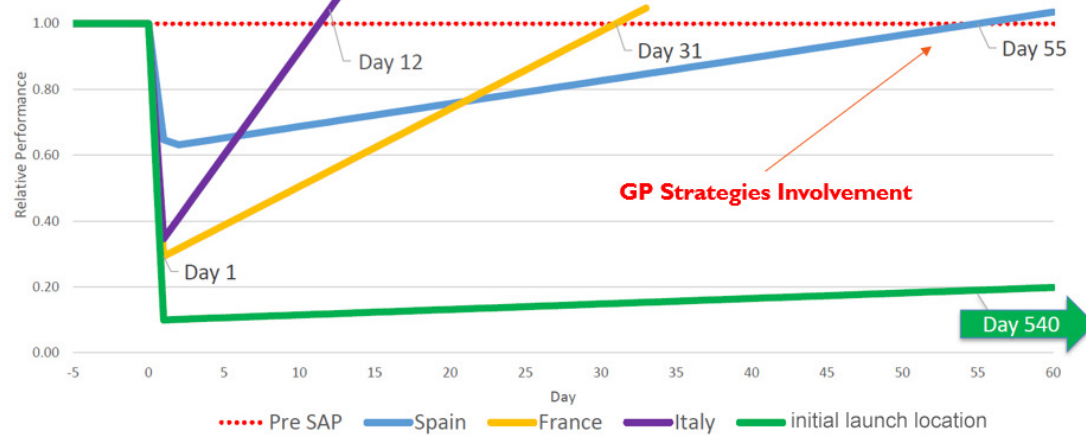
Easy Setup

Faster Time to
Competency

Results

- The number of days to return to pre-deployment levels at the warehouse went from 540 at initial launch location to 12 in Italy.
- Cut training time from six weeks to two weeks
- Experiential Learning Lab was biggest success

Days Taken to Return to Pre-Deployment Level | ITALY



GP Strategies is a leading workforce transformation partner—one of the few truly dedicated global providers in the marketplace providing custom solutions. We believe our transformation focus, when paired with deep listening, a customer-centric approach, and innovative expertise, enables our clients to routinely achieve superior business and operational results from our evidence-driven and technology agnostic recommendations.

Whether your business success requires a change in employee performance and mindsets, learning technologies, or critical processes, GP Strategies is the transformation partner you can trust.

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