



# Application Training

Manufacturing Industry

## Manufacturing Industry



CommLab India has designed and developed courses that train new as well as experienced employees on how to use the Company's resources. The Company in question is a supplier of cement and aggregates (crushed stone, sand and gravel). It is one of the world's largest cement makers (along with CEMEX and Lafarge), with an annual production capacity of approximately 200 million tons. The primary objective is the non-commercial promotion and development of sustainable construction at national, regional and global levels.

### **Project Context:**

The course dealt with providing training to the employees on how to use the company's telephone system, manage e-mails, meetings and 'To Do' lists with Lotus notes.

### **Project Requirement:**

- Presentations were provided by the clients
- The course was needed to be launched within critical time duration
- Learners should be able to access pages randomly
- Some pages of the course required links to external content
- Audio was to be present for entire course
- Final assessment needs to be developed at end of the course
- Tip was to be provided over there for each screen
- Restrictions were to be provided on each screen to complete the activity

### **Learning Requirements:**

The Learners were both experienced person and newly hired employees. By taking up the course, learners should be able to properly use the Net meeting system to share desktop with others, access information stored on the company's portal, extract relevant information to complete a request and so on. The end objective was to give the learner the entire information about the resources which helped them on their job and hence the Company.

### **Technology Specifications:**

- Operating System : Windows XP
- Browser : Internet Explorer
- Screen resolution : 1024 X 768
- Plug-in : Flash Player 8 or higher

### **Key Challenges:**

- There were multiple learners from different backgrounds which caused problems in understanding concepts at the same time.
- Restrictions were to be provided on each screen to complete the activity. It became tedious for experienced employees.
- The processes were complex and lengthy and hindered the learner from recalling the entire process at a stretch.

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## Our Approach:

A guided learning approach was implemented, The voiceover was used through the course to better engage and emotionally involve the learners. Job aids were provided in the course to assist learners while doing their job. The course was so designed that it could be easily understood by both fresher's as well as experienced person. There was a random access facility in the course to make experienced learners access the course easily. Lengthy processes were described and demonstrated step-by-step to make learners better understand and recall them easily.

## Sample Screenshots:

Business Warehouse (BW) Casual User Course

Describe the Basic Data Structure in BW

**Introduction to BW**

SAP BW is a data warehouse that organizes, stores and displays information that has been extracted from SAP R3 or other systems (e.g. i2 planner, flat files...).

**Tip:** Read the content on this screen then click >> to continue.

Slide Progress 100%

Business Warehouse (BW) Casual User Course

Point Out the Differences Between BW and SAP R3 Reports

**Differences between BW and SAP R3 reports:**

Although SAP R3 has reporting capabilities, its main objective is to process business transactions. The data in BW can differ from the data contained in SAP R3 in the following ways:

- Data Update Frequency
- Data Source
- Data Storage

**Tip:** Activity complete.

Slide Progress 100%