

Clarity Helps Large Manufacturer Build Better SAP Training

Challenge

A leading acrylics manufacturer had implemented an SAP upgrade to its enterprise resource planning software. As part of the implementation, training was developed and deployed across the company.

Opportunity

To continue offering the software training, the client wanted to conduct an objective analysis to determine how the initial training was received and what needed to be done to improve it. Clarity provided an experienced SAP instructional designer to assist the client.

Results

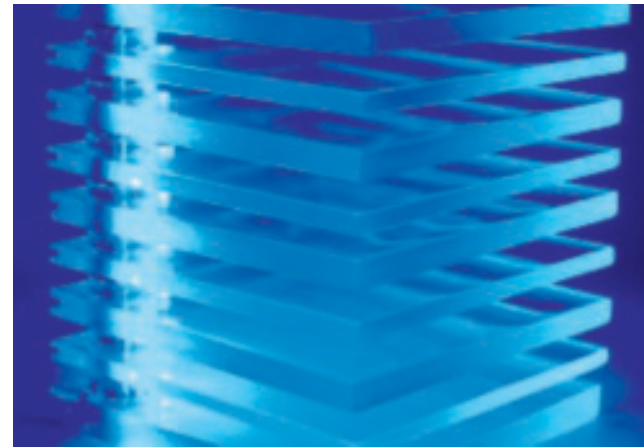
The consultant first conducted a gap analysis to determine the status of the SAP training. The consultant also used online surveys and small focus groups to obtain feedback and lessons learned from employees who had completed the initial training.

The consultant created a report for the client's management team that outlined how to close the gaps in the training, identified the necessary resources, and listed the additional



training that might be needed to improve employee performance with the new system. The recommendations were intended to improve the overall effectiveness of the training program once it entered maintenance mode.

▶ Do you have critical projects to complete, but lack the necessary resources to get the job done? Contact us.



Clarity enabled the client to:

- Conduct a thorough gap analysis of its SAP training.
- Improve the training for future employees.