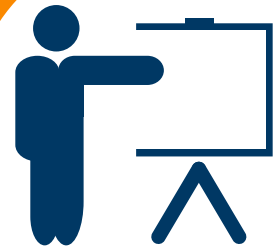




learning
solutions

Judge Learning Solutions Project Work



CLIENT

A Leading Provider of Silica Sand, Frac Sand, and other Industrial Minerals

INDUSTRY

Industrial Silica Sand

SKILLS PROVIDED

Instructional Design, Graphic Design, Technical Writing, Facilitation, & Project Management

An American company providing silica sand products and solutions for manufacturing, building, and industrial & recreational use needed training design and support for three proprietary software applications that were being implemented and rolled out.

THE CHALLENGE

A subsidiary of the company introduced three proprietary applications and needed in-depth training on user adoption for each.

One of the client's subsidiaries, a transportation and logistics division, implemented three proprietary software applications to increase efficiency and consistency in their logistics process. These three software applications include: one mobile device for use by truck drivers, owner-operator drivers, and carrier partner drivers; one application used for the client's personnel and its customers; and the third application used internally for operations team members. The client needed to develop learning content around each application, coordinate training on each, and create excitement for the new tools. All of which needed to be developed and executed on a short timeline of a month and a half.

Based on the success of the pilot, Judge was asked to roll out the program to the remaining six locations in the United States.



THE SOLUTION

Judge Learning Solutions was brought in to develop and provide the necessary training.

Judge's instructional designers immersed themselves in learning about the client's product, business structure, and logistical operations. The instructional designers worked in concert with subject matter experts while system testing was still being conducted and established savvy workarounds when necessary to gather screen shots and steps within each of the systems. Due to the tight timeline, Judge relied on its most senior instructional designers, project manager, facilitators, and graphic designer for this project. The project manager not only doubled as an instructional designer, but as a skilled facilitator at two training locations.

Judge developed a High-Level Document and Training Plan that outlined the instructional design approach and delivery. Judge also created templates for the required deliverables that aligned with the client's branding and marketing. Not only did Judge design the complex content for the software applications, Judge also delivered three end user guides, leader's guides, three slide decks, two job aids, and marketing materials to be provided company-wide.



THE RESULT

Judge developed the necessary training program that matched the company's unique training and adoption goals.

Judge worked closely with the client to align delivery dates including revisions and approvals, for numerous deliverables. Additionally, Judge coordinated and facilitated a pilot program in Greeley, Colorado. Based on the success of the pilot, Judge was asked to roll out the program to the remaining six locations in the United States. Quick adoption of the new applications was important to the client and by utilizing Judge developed training assets and expert facilitation, the client was able to quickly get their workforce up to speed to achieve better logistical efficiency.

Want to learn more about the learning solutions Judge offers?

Call Judge at (800)650-0035 or visit Judge.com



BENEFITS

Working with true partner leads to better learning and higher adoption.

By partnering with Judge Learning Solutions' experts the client was able to focus on the implementation and Go Live for the three new software applications and trust Judge to handle the training and facilitation. The client relied on Judge to create thorough and consistent training documentation to support any audience and any facilitator tasked with training their workforce. Through the partnership with Judge, the client was able to meet their aggressive timelines and provide in-depth knowledge to their workforce to be more efficient and to satisfy the needs of their own customers.