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CASE STUDY

CUSTOM TRAINING FOR MANUFACTURING COMPANY'S SIMULTANEOUS SOFTWARE APPLICATION ADOPTIONS

An American manufacturing company providing silica sand products and solutions for manufacturing, building, industrial, and recreational use needed training designed and implemented for three company-wide proprietary software application adoptions.



THE CHALLENGE:

Simultaneous training for three application adoptions

A subsidiary of an American manufacturing company introduced three proprietary software applications and required in-depth training on user adoption for each. These three software applications included one for mobile devices used by truck drivers, owner-operator drivers, and carrier partner drivers; one for the company's personnel and customers; and one used internally for operations team members. The company needed learning content and coordinated training on each application, as well as to generate excitement - all within six weeks.



THE SOLUTION:

A custom training program

The company partnered with Judge Learning Solutions (JLS), a division of The Judge Group, to develop and provide the necessary training as part of a pilot program in the company's Colorado location. JLS instructional designers immersed themselves in learning about the company's products, business structure, and logistical operations. They then worked in concert with subject matter experts while system testing was still being conducted to gather screenshots and documentation for each of the applications. JLS' learning strategists developed a high-level document and training plan that outlined the instructional design approach and delivery. They also created templates for the required deliverables that aligned with the company's branding and marketing.

Not only did JLS design the complex documentation and training for the software applications but they also delivered three end-user guides, leader's guides, three slide decks, two job aids, and marketing materials for company-wide distribution.



THE RESULT:

Successful pilot program leads to six more program launches

By partnering with Judge Learning Solutions, the company was able to focus on implementation and go live for the three new software applications while Judge handled training and facilitation. The company relied on JLS to create thorough and consistent training documentation to support any audience and any facilitator tasked with training their workforce.

Based on the success of the pilot in Colorado, the company asked JLS to roll out the program to their remaining six locations in the US. Through its partnership with JLS, the company met its aggressive timelines, provided in-depth knowledge to its workforce, and satisfied the needs of its customers.



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