



learning  
solutions



CASE STUDY

# STANDARDIZING SUPPLY CHAIN OPERATIONS TRAINING FOR A MAJOR FOOD SERVICE DISTRIBUTOR

An American food service distributor struggling to standardize their supply chain operations required managed learning services to address their change management and training needs.

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## **THE CHALLENGE:** **Developing a standardized training program**

A major food service distributor did not have standardized training for their transportation managers and supervisors across their 65 divisions. Due to its size and national reach, the company recognized the need for significant change in its supply chain training experience. The existing training program would need to be standardized, unified, and focused on customer service, safety, compliance, and systems while creating a distinctive brand to support the company's transformation.



## **THE SOLUTION:** **An immersive blended learning journey**

The company turned to Judge Learning Solutions (JLS), a division of The Judge Group, to standardize its supply chain operations. Using a managed learning services approach, JLS provided learning paths and created a comprehensive Supply Chain Leadership Institute to support transportation managers and supervisors across the company.

To develop the training, JLS conducted a needs analysis of the existing training and culture of the organization. Based on the analysis, the JLS team mapped out an immersive week-long blended learning journey including a comprehensive leadership institute including instructor-led training, eLearning, performance support, and a resource library. In addition to the training and leadership institute, the JLS team developed and delivered pre-and post-training assessments to monitor the efficacy of the curriculum.



## **THE RESULT:** **Award-winning training for a lasting client relationship**

The Supply Chain Leadership Institute has received recognition both inside and outside of the company's organization and has been the recipient of multiple Brandon Hall Group Excellence Awards. The company continues to push all supply chain training and initiatives through the leadership institute and relies on Judge Learning Solutions to continue to develop and refine the program.



**"New employees, many of them experienced, are saying it's the best training they have received, anywhere."  
- Vice President of Operations, Client Company**