

Beverage Manufacturer JDA and SAP Supply Chain Training

Leaders at This \$18-Billion Corporation Spent Upward Of \$100 Million On Software...

...to automate their supply chain, but less than \$75,000 to make sure their global work force had the knowledge to leverage their new technology. “They soon realized they needed to invest not only in process design and technical implementation but also in organizational development,” says Spinnaker VP, George Fowler.

Supply chain managers throughout the corporation’s worldwide distribution network previously relied on a complex system based on multiple instances and versions of software integrated with other applications.

On the verge of shifting to a fully integrated environment based on SAP and Manugistics applications, executives realized the importance of honing their “people skills” to optimize the full capabilities of their new technologies.

“Adults only retain about 10% of what they learn in a ‘generic’ classroom. That’s why we provide training that focuses on the concepts behind the technology, so professionals understand how a tool is designed to support their environment. Then we develop customized materials, including screen shots with live data, custom work aids, and scenarios drawn from users’ day-to-day lives — to convey real knowledge they can immediately apply and reuse over the long term to become better planners,” says George.

In this case, Spinnaker’s supply chain specialists analyzed the existing processes, right down to the point-and-click level of detail. They then drafted two separate tools specific to both the Demand and Fulfillment applications:

- Custom training courses focusing on each planning package.

- Comprehensive Procedure Packs detailing new optimized processes and planners' daily, weekly, and monthly duties — step-by-step.

Our training specialists also developed a certification program to help our client measure the results of this initiative and ensure that each student gained the knowledge necessary to excel in their jobs.

“Their training director said he’s never seen a program as thoroughly documented as ours.”

About Spinnaker:

Spinnaker is a supply chain services company that helps clients grow, manage risk, reduce costs, and improve customer service by developing world-class supply chain capabilities. Our services help clients develop the right supply chain strategy for their business challenges and implement the process and technology solutions to improve Demand/Supply Planning, Procurement and Sourcing, Logistics and Warehousing, and Reverse Logistics business performance. Spinnaker offers a unique service delivery model that combines the strength of deeply experienced management and technology consultants with a seasoned team of business process outsourcing (BPO) and 3rd-party logistics (3PL) professionals. Founded in 2002, Spinnaker has offices in Boston, Columbus, Denver, Houston, Memphis, Pittsburgh, London, and Singapore.

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