SNAPSHOT

# Reduced Time Off the Job for Worldwide PLM Software Rollout

Business Challenge
**TECHNOLOGY ADOPTION**

Industry
**AEROSPACE**

Distribution
**GLOBAL**

Learner Level
**ENTERPRISE-WIDE**

Learning Design Approach
**BLENDED LEARNING**

> "This is the best training and only approach we should use ongoing."
>
> — VP, Customer Service

## SITUATION

- Required enterprise PLM software rollout and change management strategy to drive efficiency and throughput across the organization

- Training required for 70+ roles worldwide. Some roles required to take multiple courses

- Initial approach: 18-month rollout with 50+ ILT events tailored for unique roles, at massive time, expense, and opportunity cost

## SOLUTION

- Blended online & classroom approach of 34 courses delivered to 8,000 learners in 4 countries and 2 languages

- Self-paced online learning in guided by a "Tell Me, Show Me, Let Me" format

- Same sites used for ongoing performance support

- Applied PLM practice through real-world assignments

## IMPACT

- Positive learner and management reaction

- Learners are using the site for just-in-time performance support after completing required course(s)

- Blended approach reduced costs and logistical complexity, and reduced learner time off the job