



## Provision of APO Training

### Optimising the supply chain to meet demand

#### The Challenge

A global agrochemical company had implemented the APO Demand Planner tool to enhance their global supply chain. The client recognised the necessity to provide their employees with professional training and requested SkillSet's services to ensure that transfer of professional training skills to Power Users would establish an in-house capability, thus ensuring knowledge was available within the organisation.

#### SkillSet Approach

SkillSet worked with the project team to provide Stakeholder Analysis, Training Needs Analysis and develop a Training Plan to be rolled out over their French operations. SkillSet provided two multi-lingual APO trainers/consultants with extensive APO roll-out experience to ensure smooth knowledge transfer. We developed training materials and delivered training to Power Users and End Users. We developed the materials and exercises orientated for European users ready for future phases and provided ongoing support.

Our excellent understanding of the clients requirements meant that we were able to assist them post go live, offering our support to ensure minimal risk to the business and provide best in class industry practice. Previous project knowledge and experience enabled us to deliver the training within project timescales.

#### Outcome

The organisation implemented a new tool that will enhance their supply chain optimisation, by providing professional training to end users and power users the business is able to ensure it will be effectively utilised. We were able to deliver resources quickly to meet the needs of the client and contributed to training, change management and got involved in project work.

End Users needed more support than anticipated and SkillSet were available to provide it. The client maintained their efficiency, productivity was not affected and the APO implementation was successful.

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**Agrochemical Company**

#### Value delivered

Providing **Power Users** with professional training skills for future phases and ongoing operational support.

Established **Best Practice** in house capability.

**End Users** were professionally trained with guaranteed delivery.

**Validated** training approach and design

The ability to draw on **experienced APO trainers/consultants** coupled with local language skills was advantageous.

***Ensuring that Power Users were trained and End Users are able to use a the newly implemented APO demand planning tool was key to maintaining the efficiency of a World Class Supply Chain operation.***

***Ensuring the localisation of materials meant best-in-class training delivery.***