

PRINCIPAL **OPERATING** *MODEL*



PROM Alliance for CM and BO&T L1 Results

Jyothi Shankar, Alcatel-Lucent University, Oct 2010

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L1 Results

- Highlights of Course Alliance for CM and BO&T
- Responses per Question
- Instructor Response
- Remediation

Highlights

- The overall rating for this course Alliance for this course was dismally poor!
- The participants felt that they did not gain anything out of it and still don't know how to process a sales order.
- This course was one of the packaged courses that came recommended after its deployment in Saudi Arabia and NAR. The SMEs were of the opinion that it will address the needs of the audiences and roles in ANZ.
- Since it failed to meet its objectives, the LC requested sessions with the OM SME to create a fresh course for the UAT. We also assigned a different instructor.

Alliance for BO&T and CM

Course Number	Trainer	# Feedback Responses	Any Pre-req?
TBU54057	Angela Siu	9	Alliance Overview
Follow up of Process Flow	Peter Close	8	TBU54057

Level 1 Questions

Standard Questions for Trainee Average ratings for TBU54057

(Response scale: 1 = Poor to 7 = Excellent)

Overall satisfaction with this course/session	The course/session meeting its stated objectives	Course material will help me on my job	Adequacy of exercises and/or practical examples to accomplish course objectives	Clear and understandable delivery of content by instructor	All questions on topic covered being answered	Effectiveness of facilities to support learning	Performance of training equipment (if hands-on training)	Additional Comments on Overall Training
2	1	1	1	1	1	5	5	Next slides

Standard Questions for Trainee Average ratings for Follow up Process Flow

(Response scale: 1 = Poor to 7 = Excellent)

Overall satisfaction with this course/session	The course/session meeting its stated objectives	Course material will help me on my job	Adequacy of exercises and/or practical examples to accomplish course objectives	Clear and understandable delivery of content by instructor	All questions on topic covered being answered	Effectiveness of facilities to support learning	Performance of training equipment (if hands-on training)	Additional Comments on Overall Training
6	7	4	6	7	6	NA	NA	Next slides

Comments Received on Pre-requisite WBT

Overview of Alliance

WBT

1. Well put together training to understand overview and basics of BP in Order Management
2. Many acronyms for the To-Be process
3. Too broad. It needed to be tailored to each group.

Comments Received on Q1

Alliance for BO&T and CM

Overall satisfaction with this course/session?

Avg Rating by 9 respondents = 2 – Fairly Unsatisfactory

1. Session did not cover my role in the process.
2. Process was not clearly articulated before meeting. A lot of important questions still need answers.
3. The training completely failed to teach us the fundamental task. of how to approve a Sales Order Request.

Follow up Process Flow Session

Overall satisfaction with this course/session?

Avg Rating by 9 respondents = 6.5 Very good

The process training was very useful

Comments Received on Q2

Alliance for BO&T and CM

The course/session meeting its stated objectives

Avg Rating by 9 respondents = 1 – Unsatisfactory

1. Objectives were not delivered
2. I am completely unable to deal with an incoming Alliance SOR as it was not explained to me how to approve or reject it.
3. I do not yet know what I will need to do to approve sales orders.

Follow up Process Flow Session

The course/session meeting its stated objectives

Avg Rating by 9 respondents = 6.5 Very good

Comments Received on Q3

Alliance for BO&T and CM

Course material will help me on my job

Avg Rating by 9 respondents = 1 – Unsatisfactory

1. Needed to address the audience. Slides were long winded. Audience needed practical demo.
2. It will in no way help me on my job!

Follow up Process Flow Session

Course material will help me on my job

Avg Rating by 9 respondents = 6.5 Very good

Comments Received on Q4

Alliance for BO&T and CM

Adequacy of exercises and/or practical examples to accomplish course objectives

Avg Rating by 9 respondents = 1 – Unsatisfactory

1. No step by step, real life order example used for training, no clear roles and responsibilities and actors defined, end to end process not well defined to meet real-life examples

Follow up Process Flow Session

Adequacy of exercises and/or practical examples to accomplish course objectives

Avg Rating by 9 respondents = 6.5 Very good

Comments Received on Q5

Alliance for BO&T and CM

Clear and understandable delivery of content by instructor

Avg Rating by 9 respondents = 1 – Unsatisfactory

1. Many slides were very busy, difficult to get the main message from the slide
2. The training was full of jargon and very confusing.
3. SMEs not on line to answer questions.

Follow up Process Flow Session

Clear and understandable delivery of content by instructor

Avg Rating by 9 respondents = 6.5 Very good

Comments Received on Q6

Alliance for BO&T and CM

All questions on topic covered being answered

Avg Rating by 9 respondents = 1 – Unsatisfactory

1. We had many questions that could not be answered.
2. Action point taken to address issues. Not able to be answered within course.
3. Neither the trainer nor the online expert (phone) could answer our questions and tell us how it worked, eg., what button do we press to approve.
4. One more question is agreed to be answered tomorrow.

Follow up Process Flow Session

All questions on topic covered being answered

Avg Rating by 9 respondents = 6.5 Very good

Comments Received on Q7

Alliance for BO&T and CM

Effectiveness of facilities to support learning

Avg Rating by 9 respondents = 1 – Unsatisfactory

1. LAN connections should have been available for everyone.
2. Lack of connection points for laptop.

Follow up Process Flow Session

All questions on topic covered being answered

Avg Rating by 9 respondents = 6.5 Very good

Comments Received on Q7

Alliance for BO&T and CM

Performance of training equipment (if hands-on training)

Avg Rating by 9 respondents = 1 – Unsatisfactory

Would have been better if Paige's PC had connectivity to Alliance

Follow up Process Flow Session

Performance of training equipment (if hands-on training)

Avg Rating by 9 respondents = 6.5 Very good

Comments Received on Q7

Alliance for BO&T and CM

Additional Comments on Overall Training

Avg Rating by 9 respondents = 1 – Unsatisfactory

I am currently untrained. This course was frustrating and valueless. I will not know what to do on Nov 1

Follow up Process Flow Session

Additional Comments on Overall Training

Avg Rating by 9 respondents = 2 – Fairly Unsatisfactory

Maybe think of starting with this session or combining some parts of it with the other.

Instructor Comments upon receiving Feedback

Alliance for BO&T and CM

Instructor Comments

Avg Rating by 9 respondents = 1 – Unsatisfactory

1. There was no communications to us about any changes prior to training. Changes were given after training had started. For trainers it is critical to know changes prior to training so that it is reflected in our training .
2. Room too cramped, too hot due to computers.
3. Training environments kept failing, links were broken in BP.
4. Everything promised did not happen, including SME support.
5. Students did not ask questions but we did to keep it engaging.

Follow up Process Flow Session

Instructor Comments

Avg Rating by 9 respondents = 2 – Fairly Unsatisfactory

Remediation

- This course was one of the packaged courses that came recommended after its deployment in Saudi Arabia and NAR. The SMEs were of the opinion that it will address the needs of the audiences and roles in ANZ.
- Since it failed to meet its objectives, the LC requested sessions with the OM SME to create a fresh course for the UAT.
- The ALU Instructional Designer worked with the NAR training instructors and the local ANZ SMEs and put together a course from scratch with hands on exercises.
- We also assigned a different instructor.
- The second deployment was a great success.