



Pilot project: Software documentation and training in the STIHL Inc. (USA) raw materials warehouse



The Company

Founded in Germany in 1926, STIHL Inc. is a subsidiary located in the USA. The STIHL name has a strong history and stands for top quality in handheld outdoor power equipment. STIHL Inc. manufactures a variety of construction and power equipment including chain saws, lawn mowers, pressure washers and trimmers.

STIHL Inc. began manufacturing in the USA in 1974 and has grown to employ over 2000 workers nationwide and exports to over 80 countries worldwide.

Pilot project:

"Training and Documentation in the Raw Materials Warehouse"

Authors: 2

Modules: Documentation, Demo, Practice, Test & Concurrent

Focus:

Standardized documentation for SAP and the Transport Management System and application training

SAP and Transport Management System: Documentation and Training at STIHL Inc. (USA)

The Challenge

The STIHL Inc. Virginia Beach manufacturing and office building complex is situated on 1 million square feet. The location is the US production headquarters. That is precisely why the coordination and administration of company logistics processes, and the management and sourcing of materials holds so much relevance here. These divisions as well as all company processes at Stihl Inc. are managed and controlled with SAP and the Transport Management System (TMS).

Standardized and seamless company applications documentation is the STIHL Inc. IT department's main concern, owing to a particularly large staff (550 STIHL Inc. employees work with this administrative application). The aim is to ultimately maximize usage for all, starting at the raw materials warehouse then moving on to all other company divisions. Content creation development includes lessons, practice and test units in a simulated environment for the employees.

The Solution

Due to the positive experience with the development and training as well as the suite's multi-language capability, STIHL Inc. decided in March of 2007 to go with the Electronic Performance Support System (EPSS) from datango. datango is at the forefront in foreign language capability; the re-recording function enables a direct translation of lesson units into more than 30 languages – without having to repeat the recording process. This function is particularly beneficial for globally active companies such as STIHL, for training employees in their own language.

datango's efficiency in documentation and training lesson creation was put to the test on site at STIHL Inc. in the pilot project "Training and Documentation in the Raw Materials Warehouse". Because of STIHL's high growth rate, the use of temporary workers and the central role that the warehouse plays in the production process, the need for documentation and training was particularly acute. Should the datango producer prove successful then it would be applied to generate lessons for all company divisions.



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The Result

Three days of training and an additional week of concentrated support from the datango team had the IT department handling the datango producer with enough confidence to generate complete lesson units.

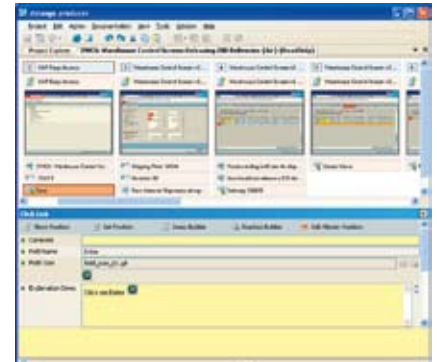
In only three months two members of the IT department generated 140 sets of documentation and enough lesson units for 50 end users in this pilot project. Eighty were for the SAP system and 60 for the Transport Management System. These not only showed the end users how to use the application correctly using step-by-step documentation and the demo mode, but they were also able to practice what they had learned and to test their knowledge.

At the conclusion of the 6-month pilot project VonLogan Brimhall, the project's SAP administrator, was a firm believer of dks. This is what he says about dks's biggest advantages: "dks gives us the opportunity to create standardized documentation for the whole company, for all our software suites and applications. And dks' multi-language capability and the navigation mode is what set this EPS product a step ahead of the rest." The documentation and training lead to the end users' more efficient handling of the applications.

The end users responded positively and enjoyed the training because of the clear and realistic simulations and looked forward to learning in this user focused approach which resulted in a high adoption rate, strong confidence and efficient productivity.

The Future

Since the "Training and Documentation in the Raw Materials Warehouse" pilot project was a success all STIHL Inc. SAP and TMS lesson units will be created by the datango producer.



datango AG

datango AG was founded in Berlin in 1999 and boasts subsidiaries also in a number of European countries and in the United States.

As one of the leading providers of Electronic Performance Support Systems (EPSS), it offers companies complete software solutions for the entire lifecycle of an application - from project design and initial implementation to user support.

The datango AG has developed a live navigation support, that provides optimal just-in-time learning for the end user.

datango AG's clients include Bosch, Bayer Schering Pharma, e.on and SPAR.