



Familiarizing employees with new IT systems

Web-based training program developed for B&Q

B&Q is the UK's leading 'Do It Yourself' (DIY) and garden retailer, offering over 45,000 inspirational home improvement and garden products for homemakers, occasional to serious DIY'ers, and trade professionals. B&Q is the leading DIY retailer in Europe and the third largest in the world, with more than 60 stores internationally.

THE NEED FOR SYSTEMS TRAINING

B&Q was upgrading the checkout operations of its stores. The employees of the B&Q stores, both the front desk and their seniors were to be trained on the new system so that they could confidently start using it as soon as it was introduced. B&Q commissioned Tata Interactive Systems to develop a Web-based Electronic Point of Sale (EPoS) training program that could help the B&Q employees to familiarize themselves with the new system. B&Q was also looking at teaching soft skills to the operators on how to provide a high quality of customer service.

HOW OUR SOLUTION HELPED

Tata Interactive Systems developed the course as a ‘mission’ that the learner was to undertake to become an expert EPoS operator. There were 33 modules developed in two sections. A meticulous procedure was followed to achieve the end result—the training program.



The training program was unique in that both systems training and soft skills training were delivered by the same program. The EPoS program helped the users make the most of the new system right from ‘go-live’ day!

First, videos of the transactions at the till machine were taken to know the exact details of each step. Then extensive storyboarding was used to capture each detail of the till screen on each step. Replicating the original till machine on a computer screen was quite a challenge. It was an immense task to follow exactly how the screen and the receipts looked at each step, including the scanning of barcodes, which were required to make the product life-like. Audio in all the screens was added later to complete the learning experience.

Soft skills were also incorporated in the videos of the mission that the learner undertook after learning the working of different ‘levels.’ There was no assessment in the course. The amount of feedback required by the users to complete a transaction was used to determine if they needed to repeat it.

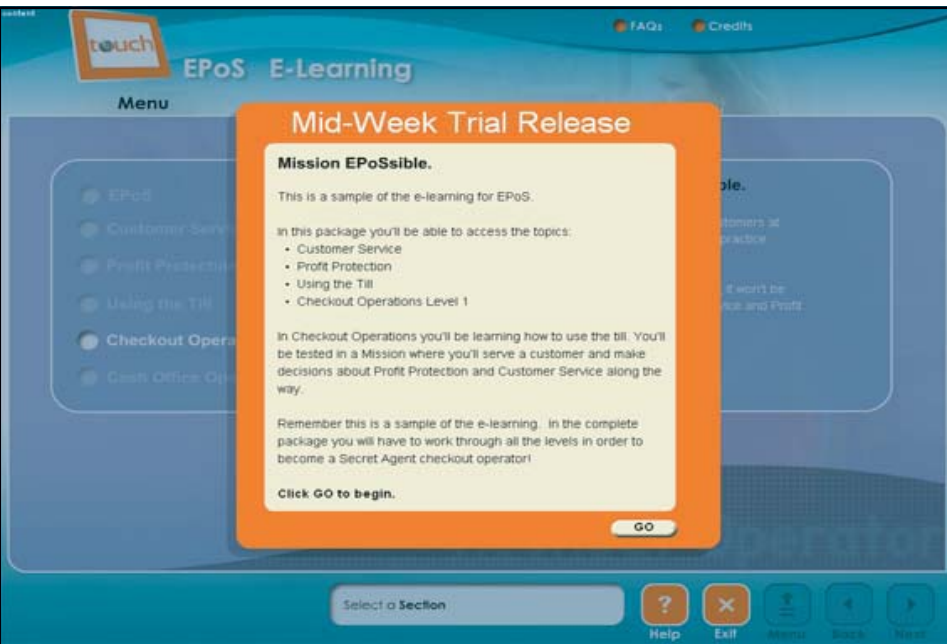
Tata Interactive Systems worked with Copia, a learning company in the UK, and co-coordinated everything from audio recordings and video shoots to changes in the files common to the course.

TECHNOLOGY USED

The solution was developed using Macromedia Flash. It was delivered over a local Web server.

SOME SAMPLE SCREENSHOTS

The screenshots offer a brief glimpse of the training program developed for B&Q. To experience some of our products at work, you may view our demos by registering online at www.tatainteractive.com.



The opening screen of the program gives instructions for users to follow before they begin the training.

Screenshot depicting the Checkout Operations menu. The user clicked on the images to access a topic.





The 'teach' screen where the user is given a scenario to proceed with, accompanied by a video on the screen.

A 'teach' screen on Item Enquiry where the user has to follow instructions on checkout operations.

