



## Case Study

# Project Management

## Client's Business Need

Regulatory authorities required our client to update procedures and provide training in order to comply with inventory movement directives. Our client needed to train thousands of field sales representatives globally within tight FDA-mandated deadlines.

## Our Learning Solution

EnVision developed training for field sales representatives globally on five separate topics related to inventory movement while balancing training needs (compliance) with business needs (minimizing time away from selling). Due to regional procedural differences, each course required customization for each of the four regions. Further, the client identified eight languages in which the courses were to be launched. Additional challenges included an FDA-imposed compliance deadline and a new management team who changed procedures, requiring late-in-process course updates.

Our solution included the following services and deliverables:

- Needs assessment, resulting in a design document that served as a basis for course development and in which we identified a series of short e-learning courses as the best solution.
- Development of storyboards for five e-learning courses, working with the regional experts globally to customize storyboards based on regional differences.

- Learner assessments to ensure learning occurred and for which a passing score was required to receive credit.
- Request for proposal preparation assistance for selecting e-learning and translation vendors.
- Vendor management.
- E-learning course testing to ensure courses worked properly.
- Management of e-learning implementation globally.

## Improved Employee Performance

All five courses were implemented within the timeline requirements and:

- The client was able to continue selling products with a favorable outcome to the bottom line.
- Learners responded positively to training.
- Compliance issues were resolved.
- Thousands of sales representatives learned regulations related to inventory movement.

*Your Business Needs. Our Learning Solutions. Improved Employee Performance.™*