



WE DELIVER HEALTHCARE

[100% Effective]

100% Effective Case Study Online Lean Six Sigma Training



United Pharmaceutical Distributors



Lean Six Sigma Green Belt



eLearning

Lean Six Sigma and eLearning

Often proving the most cost-effective, convenient and successful training solution for both individuals and big businesses alike, eLearning continues to grow in popularity all over the world. However, despite the global use of eLearning to train in almost any topic, one question remains unsatisfied:

Can online Lean Six Sigma training really be as effective as classroom training?



4 Lean Six Sigma
Green Belts



Initial savings of over
R800,000 p.a.



Initial training ROI



Predicted savings of
R1 million p.a by
August 2018

At 100% Effective, we have trained and certified thousands of successful Lean Six Sigma Belts through both our blended classroom training and our state-of-the-art eLearning. As such, we are well-placed to put the question to rest and prove that with the right provider and dedicated learners, online training is far from a compromise. Instead, it is an effective Lean Six Sigma training solution in its own right.

To demonstrate eLearning's power to produce confident and highly competent Lean Six Sigma Belts, we have chosen to showcase the accomplishments of four Green Belts from South Africa's leading pharmaceutical wholesaler and distributor, United Pharmaceutical Distributors. With their initial projects already achieving a total financial saving of over 800 thousand South African Rand per annum, the Return on Investment ratio for their online training is over 12:1 - more than double that of an average Green Belt training course.

UPD and eLearning

Since the beginning of UPD's partnership with 100% Effective, we have had the pleasure of training, certifying and supporting 13 UPD employees via our interactive eLearning. However, as UPD's Business Process Executive, Julie Hulme, explained, online training was not necessarily the organisation's first choice in training method:

"In trying to select a provider who had the reputation and credibility to deliver what we needed we found we had to look wider than the South African landscape. This [meant] that distance learning had to be an option."

As a Master Black Belt herself, Julie was particularly aware of the importance of providing trainee Lean Six Sigma Belts with the highest levels in both quality content and support, as well as finding a training method that would suit those enrolled. This meant not only finding the right provider with the correct content but also testing whether eLearning would work for each individual.

After trialling employees on our Yellow Belt training, Julie and the team were satisfied that 100% Effective met the high level necessary and that the UPD delegates themselves were comfortable with self-led, distance learning. Since then, the Green Belts have not only certified but achieved such success that it is clear the right decision was made, as Julie confirmed when reflecting on her initial hesitation towards eLearning:

“

"I was concerned about how effective the eLearning would be, but the proof is in the pudding. The guys all certified and demonstrated understanding of the tools and delivered a great ROI."

- Julie Hulme, Business Process Executive

The training was provided via six months' access to highly-interactive eLearning created by our in-house development team and designed by the same 100% Effective Master Black Belts that would be providing the dedicated support. The eLearning is easy to navigate, gamified throughout and includes regular knowledge checks. This design allowed the UPD delegates to experience the classic Lean Six Sigma lessons, games, and activities of the classroom while benefiting from complete control over their learning pace.

During this time, 100% Effective closely monitored each of the delegates' progress, looking out for areas in which additional MBB advice, guidance or support was needed. 100% Effective also delivered regular progress reports to both Julie and UPD's Learning and Development Coordinator, Sonia Snyman, allowing them to provide any necessary internal support.

By ensuring such high levels of content and support, we could be confident the delegates were armed with everything necessary for Green Belt success. However, as with all training courses, whether online or classroom-based, the training could only ever be as effective as the delegates made it.

Meet the Green Belts

Fortunately, the UPD delegates were dedicated, determined and seemed to thrive through eLearning. Now certified Green Belts, Mohamed Yusuf Rasool, Palesa Seakamela, Eugene Groenewald and Keeran Diahnan all completed their training, project submission, and certification entirely remotely.



When asked about training in this way, Keeran Diahnan, for whom this was his second online training experience with 100% Effective, had only positive words to say:

"The focus and self-study [of eLearning] is just up my alley. The information available is direct and detailed and the life association versus the theoretical is constantly driven; you have so many "Aha" moments."

Keeran's feedback then turned to discuss the benefits of the course content itself, providing an insight that would not seem out of place alongside feedback from 100% Effective classroom delegates:

"The course helped me focus on streamlining and opening up my eyes to wasteful processes and efforts in our business environment. I have since implemented [Lean Six Sigma] projects that are proving beneficial to our business financially and, personally, I have received tremendous recognition. The support and direction given by the 100% Effective staff is amazing and they guide one as though they are starting from a blank canvas."

It was 100% Effective's high levels of support that Mohamed Yusuf Rasool also echoed in his feedback:

"I had the necessary support from 100% Effective as and when required, throughout the course. All of my questions addressed to the support team, namely Sarah Pearson [Business Support Manager], Mike Titchen [Master Black Belt] and Grace Henderson [Administrator], especially toward the submission of the project were responded to promptly and the feedback was highly beneficial."

It is clear from our catch-up with the Green Belts that effective and enjoyable Lean Six Sigma training is possible through eLearning, provided it is delivered and supported in the right way. This truth becomes even clearer when we take a look at the impressive projects achieved by all four UPD Green Belts.

“

The focus and self-study of eLearning is just up my alley [...] You have so many "Aha" moments.

The proof is in the projects

PALESA'S PROJECT: IMPROVING COLD CHAIN MAINTENANCE

Improved the cold chain maintenance so that UPD can ensure customers receive their medicine within the specified limits.

£

Financial saving of R215,000 p.a.

66%

Reduction in customer complaints

Morris Charts

78%

Reduction in medicine write-offs

Line Chart

Area Chart

Bar Chart

EUGENE'S PROJECT: RECEIVING OPTIMISATION

Process improvements to enhance UPD's Service Level Agreement for their clients.

£

Financial saving of R350,000 p.a.



UPD meet their SLA, improving efficiency and customer satisfaction

Sparkline Charts

Line Chart



Reduce risks caused by defect products

Bar Chart

MOHAMED'S PROJECT: REPLACING MAIL ORDER METHOD

Introduced a new ordering system for UPD's wholesale customers.

Easy Pie Charts

£

Potential long-term savings of R542,620 p.a.

88%

Reduction in process lead time



25%

Will increase customer experience and satisfaction

50%

KEERAN'S PROJECT: COURIER COST REDUCTION

Improve external courier service when distributing UPD products to state hospitals.

£

Financial saving of R215,000 p.a.

1/2

Halved estimated delivery time



Offers customers competitive SLAs

Traditional Green Belt training is estimated to achieve companies a Return on Investment of around 5:1*. As of the Autumn following their certification, the total financial savings achieved by the UPD Green Belts have been estimated at over 800 thousand South African Rand per annum for the company, which translates to a Return on Investment ratio of over 12:1.

The impressive total ROI of the training doesn't even reflect Mohamed's project's soft benefits, which were primarily measured in terms of saved time and increased efficiency. What's more, as the Green Belts continue to apply their knowledge and take on more projects, and as UPD invest in the development of even more Green Belts, these significant savings will only continue to grow.

Typical GB ROI

5:1

UPD's GB ROI

12:1

**Figure true as of March 2016*

The results achieved by the UPD online Lean Six Sigma Belts are not only a testimony to the power of eLearning but of the dedication of the UPD delegates. As each of the Green Belts and their project teams go forward with their new knowledge and tools, we are sure they will continue to be a source of great pride for both UPD and 100% Effective.



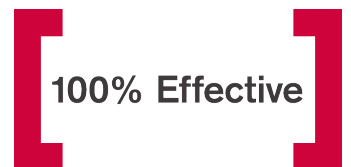
@100pcEffective



/100pceffective



/company/100-effective-training-ltd



Copyright 100% Effective Ltd
www.100pceffective.com | 0800 066 3749