

MFFC

Logistics Training

VR Training

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CONTEXT

Providing **Magical French Fries** to Valued Customers



The Magic French Fry Company

MFFC is in the process of hiring **55** new staff to expand their Logistics Division. Training is slated to start at the beginning of Q3.



Solutions Design



Business Needs: Current Challenges

Rapid Growth

- MFFC hired 55 new staff



Onboarding Needs

- New staff needs to be trained rapidly & effectively



Stakeholders

- 3 departments:
Ordering, Picking & Packing, & Shipping



Current Challenges

- Mixed information comes from each department
- Lack of consistent communication between departments



Root Causes

- No dedicated trainers
- Staff has multiple responsibilities
- Subpar quality caused by staff being pulled off the floor



Areas of Improvement

- Knowledge gaps and inconsistencies in the process need to be addressed



Solutions: Training Redesign

Restructure the training program by creating a weeklong onboarding training



**OVER SHOULDER
TRAINING**

Days 1 & 2



VR TRAINING

Day 3



**CLASSROOM
TRAINING**



**OVER SHOULDER
TRAINING**

Days 4 & 5



SOLUTIONS DESIGN

Solutions: Train

MEDIUM:
A 15 -minute training will be delivered as a Virtual Reality Experience using a VR headset and hand controllers

Restructure the training program by creating a weeklong onboarding training



OVER SHOULDER TRAINING

Days 1 & 2



VR TRAINING

Day 3



CLASSROOM TRAINING



OVER SHOULDER TRAINING

Days 4 & 5





SOLUTIONS DESIGN

VR Training

Learning Objectives



Objective 1

Define the responsibilities of each role within the Logistics Division:

- *Ordering*
- *Picking & Packing*
- *Shipping*



Objective 2

Recognize the sequence of steps in completing a full-cycle logistical workflow



Objective 3

Analyze and perform logistical activities as they relate to each role

VR Training

Expected Outcomes

LEARNERS

1

New staff should gain a solid understanding of the full-cycle logistical workflow, which will eliminate potential gaps in knowledge

2

New staff should be equipped to take on responsibilities specific to their roles

BUSINESS

3

Inconsistencies in communication between departments should be reduced

4

The quality control output should be improved by fewer errors and gaps in procedural steps

Objective 1

Define the responsibilities of each role within the Logistics Division:

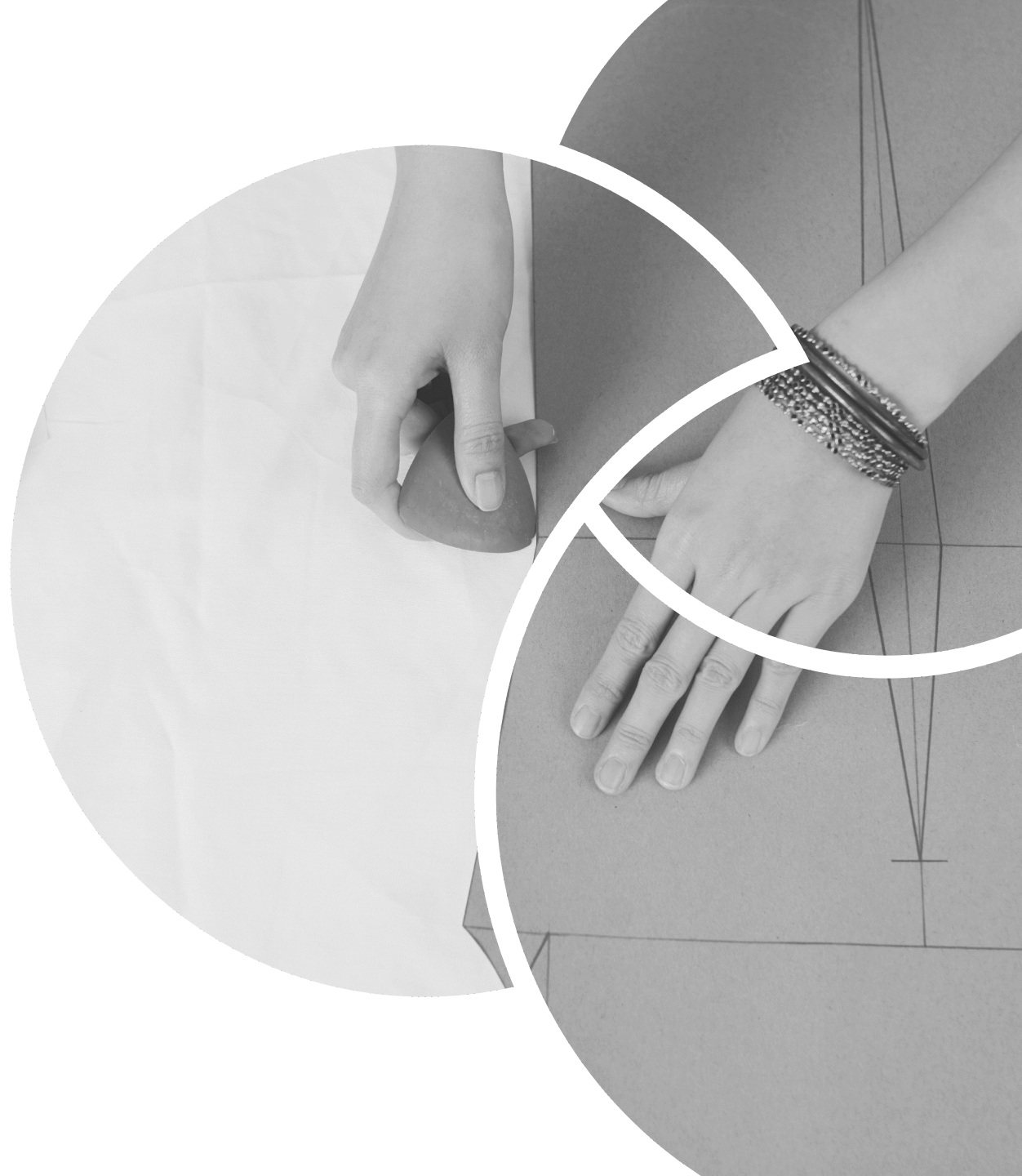
- *Ordering*
- *Picking & Packing*
- *Shipping*

Objective 3

Analyze and perform logistical activities as they relate to each role



Curriculum **Outline**



CURRICULUM OUTLINE

Teaching Narrative **Sample**

The VR training will be simulated in the MFFC Logistics Warehouse

The learner will explore the warehouse by interacting with 3 different characters and learning about the roles within the Ordering, Picking & Packing, and Shipping functions. The characters will be represented by **John Smith** from Ordering, **Karla Gutierrez** from Picking and Packing, and **Veronica Chang** from Shipping.

Additionally, the learner will perform a series of steps to complete a full-cycle logistical process in the following order:

- 1) Retrieve an order in the system*
- 2) Process an order in the system and enter as received*
- 3) Check inventory and enter as available*
- 4) Pull and pack product and enter as packed*
- 5) Create a shipping label, box the item, and enter as boxed*
- 6) Send out the item for shipping and enter as shipped*

The learner will also be assigned to each department role in a simulated scenario and asked to select and perform appropriate tasks that relate to their role. *For example, if assigned to Ordering, the Order Clerk will be responsible for retrieving and processing the order.*

CURRICULUM OUTLINE

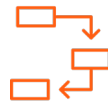
Course Objectives

Learners will participate in a 15-minute virtual simulation consisting of 3 segments.



Part 1 : Relevant Roles

Interact with 3 different characters from each Logistical Department



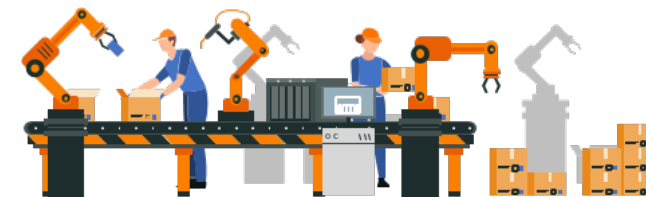
Part 2 : Logistical Workflow

Walk through each step of the logistical process in a sequential flow



Part 3 : Logistical Activities

Perform the correct logistical activities based on the assigned role



DISCOVERY:

Learners will have an opportunity to explore the scene and engage in a dialogue with 3 characters in a free-flowing fashion

CURRICULUM OUTLINE

Instructional Strategy



Part 1 : Relevant Roles

Interact with 3 different characters from each Logistical Department



Part 2 : Logistical Workflow

Walk through each step of the logistical process in a sequential flow



Part 3 : Logistical Activities

Perform the correct logistical activities based on the assigned role

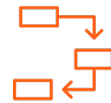
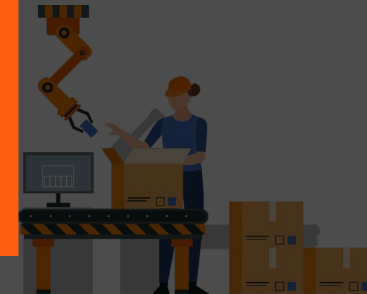


CURRICULUM OUTLINE

Instructional Strategy

STORYTELLING:

Learners will follow a narrative depicting an interaction between several characters. The narrative will walk the learner through a series of sequential tasks to simulate a full-cycle logistical workflow



Part 2 : Logistical Workflow

Walk through each step of the logistical process in a sequential flow



Part 3 : Logistical Activities

Perform the correct logistical activities based on the assigned role



CURRICULUM OUTLINE

Instructional Strategy

SIMULATION

Learners will be assigned a role and asked to perform corresponding logistical activities

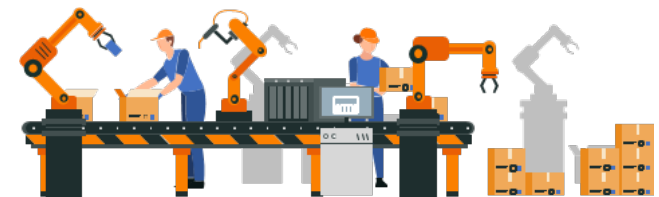
GAMIFIED LEARNING:

Learners will have a chance to earn points by completing the correct tasks. A scoreboard will appear at the end of each round. Optional bonus point activities will be provided.



Part 3 : Logistical Activities

Perform the correct logistical activities based on the assigned role



Training Measurement



Part 1 : Relevant Roles

Interact with 3 different characters from each Logistical Department



KNOWLEDGE CHECK



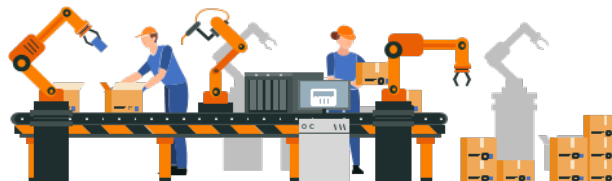
Part 2 : Logistical Workflow

Walk through each step of the logistical process in a sequential flow



Part 3 : Logistical Activities

Perform the correct logistical activities based on the assigned role



ROLE PLAY GAME

CURRICULUM OUTLINE

Training Measurement



Part 1 : Relevant Roles

Interact with 3 different characters
from each Logistical Department



KNOWLEDGE CHECK

- 5-question knowledge check will appear after the learner interacts with all 3 characters
- Questions will test retention of the responsibilities related to each department
- Feedback will be provided

Passing score 85%

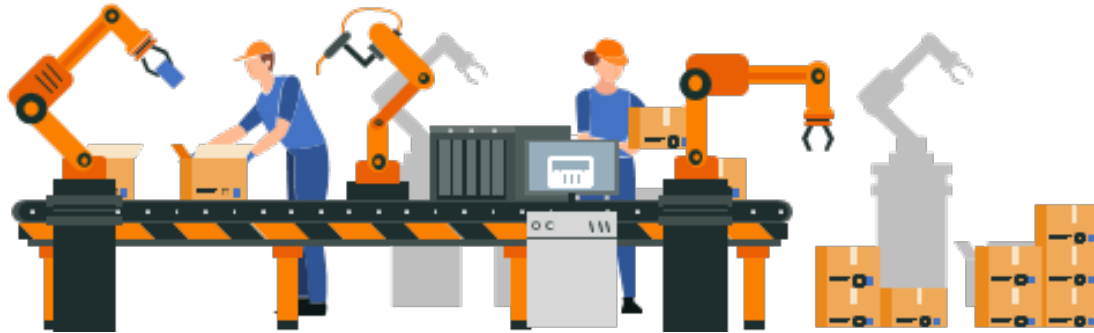
Sample Question:

Which of the following responsibilities are handled by the Shipping Clerk (select all that apply)?

- A. Retrieve an order in the system*
- B. Process an order (process as received)*
- C. Check inventory (process as available)*
- D. Pull and pack product (process as packed)*
- E. Create shipping label and box (process as boxed)*
- F. Send out for shipping (process as shipped)*

CURRICULUM OUTLINE

Training Measurement



Part 3 : Logistical Activities

Perform the correct logistical activities based on the assigned role



ROLE PLAY GAME

- Learner will perform logistical tasks specific to each department
- Learner will earn points for each role played
- Feedback will be provided

5-100 points

Role play 1 Sample:

The Logistics Team is short-staffed today. There is a backlog of new customer orders that are overdue for processing. You have been assigned to the Ordering Department as an Order Clerk. You must act quickly to do your part and complete each task that relates to your new role. Which tasks will you do?

- Retrieve an order
- Process an order (process as received)
- Check inventory (process as available)
- Pull and pack product (process as packed)
- Create shipping label and box (process as boxed)
- Send out for shipping (process as shipped)



CURRICULUM OUTLINE

Implementation Strategy

VR Training will be piloted in Q 3 as a part of the new Onboarding Program.

Learning Requirements

Completion of VR Basics
Pre-training

Performance Analysis

Success metrics will be
collected and measured

Software Requirements

Immersive Learning
Platform

Hardware Requirements

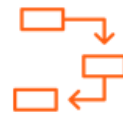
VR headset and hand
controllers



Scripting Dialogue



The script will depict
Part 2: Logistical
Workflow segment



Part 2 : Logistical Workflow

Walk through each step of the
logistical process in a sequential
flow



SCRIPTING

Bringing Training **To Live**

FADE IN:

INT. MFFC LOGISTICS WAREHOUSE-DAY

Large doors swing open into a warehouse. A rumbling sound is heard along with intermittent beeping as a forklift backs up into a distant aisle.

DISSOLVE TO:

INT. WAREHOUSE-DAY

CHRIS, Warehouse Manager, mid 40's is standing next to a computer station.

CHRIS
Good Morning, Karla, how are you?

KARLA, Picking and Packing Clerk, mid 20's, is passing by.

KARLA
Good morning, Chris, I am well, thanks?
How about yourself?

CHRIS
Great, thanks for asking!
I am preparing for an audit tomorrow
and I would like to run through a full-cycle
workflow to make sure that
we meet our quality control objectives.
Do you have a few minutes to assist me?

KARLA
Sure thing.

SCRIPTING



CHRIS

Fantastic! Let me ask John from Ordering and Veronica from Shipping for additional help. I will meet you back here in 5 minutes.

INTERCUT DIALOG

CHRIS

Thanks everyone for giving me a few minutes to run through the workflow. John, we have backlog of orders that we need to process. Can you show us how to complete this step?

JOHN, Ordering, mid 30's, takes a step forward toward the computer and begins using the system.

JOHN

No problem. After logging into the system, I usually review any past due orders, marked with the clock icon. I bulk-select a batch of orders that I want to tackle first and enter them as "Received." This will send a notification to Karla to let her know that the orders are ready to be inventoried.

KARLA is holding an iPad.

KARLA

Yes, John, I just checked my notifications and I am reviewing these orders. I need to sort the orders by the aisle number. After that, I will head over to the first isle on my list.

SCRIPTING



KARLA walks to Aisle 10, while rolling a cart. She grabs 2 bags of chips of the shelve and places them in the cart.

KARLA

After verifying that we have the items in stock, I pull them off the shelf and take them over to Boxing.

KARLA places the product into a brown box.

KARLA

Once the items are boxed, I enter them as "Packed" in the system. This will notify Veronica that they are ready to be shipped.

Veronica, Shipping clerk, late 30's, grabs the brown box and heads over to the Shipping area.

VERONICA

Thanks Karla, I just received the notification. Since this is a past due order, I need to create a priority-mail label.

Veronica pints out the label and places it on the box.

VERONICA

I need to enter the items as "Boxed" in the system and send them out to be shipped.

SCRIPTING



Veronica places the box on a running conveyor belt. The box slowly fades into the distance.

VERONICA

My final step is to enter the order as "Shipped." This will notify John that the process has been completed.

JOHN

Thanks Veronica, I just received the notification. I can now close it out on my end.

CHRIS

Fantastic work team!
I anticipate that our audit will go smoothly tomorrow!

FADE OUT:

THE END

SCRIPTING





Thank You