
Systems training

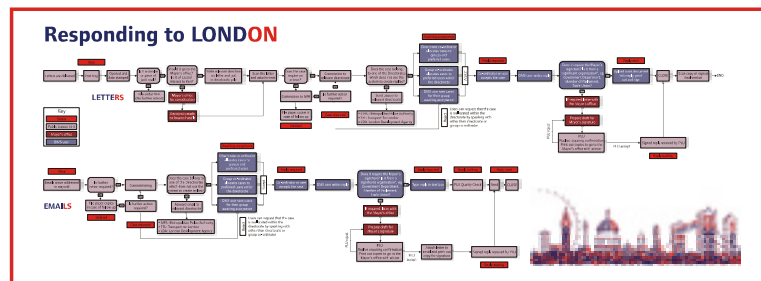
Case study

● **Client** Greater London Authority

● **Requirement** When the Greater London Authority invested in the documentation system which records all the correspondence addressed to the Mayor of London, the new ways of working were initially met with some resistance.

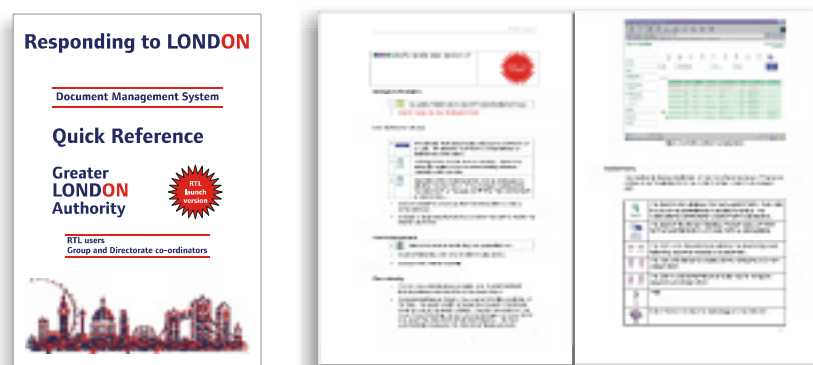
So when the GLA upgraded the system, they grasped the opportunity to invite Multimedia Design to develop a suite of training materials to support their in-house trainers.

● **Solution** Having made an initial study of the software, it became apparent that while it is relatively simple to perform individual tasks, understanding how these fit together to constitute the overall process is far from straightforward.



We immediately set about working on a diagrammatic overview of the system which was displayed as posters throughout the working areas.

We then developed the definitive guide to the system – following the structure revealed in the poster.



We also produced a short, carefully targeted leaflet for each type of user outlining the changes from the previous system.

And to complete the package, we created a set of PowerPoint presentations to support the authority's in-house trainers.

● **Similar projects**



Another case where people found it hard to grasp the big picture was the quality system at Walkers crisps which involves a great many checks both internally and in consultancy with consumers.

But how do these checks fit together and ensure that the product on the shelves continues to reflect consumers' changing preferences?

Multimedia Design worked with the Product Intelligence team to create the concept of the Quality Spiral which is an icon in this area of the business.

We were subsequently asked to create a multimedia program to ensure that the message is available to everybody.

● **About Multimedia Design**

Multimedia Design is a specialist developer of training materials.

We have been creating training tools for world-class organisations since 1995.

● **Clients**

BG Group, Carlsberg Tetley, Cussons International, Department of Trade and Industry, Diageo, ExxonMobil Chemical, Guinness, Minerva SA, Müller, Organics Online, Reuters, Walkers Crisps.

● **Contact us**

If you would like to know more about this or related projects, please call:

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