

A crucial part of transitioning into WMS is communicating program information leading up to each station's Go-Live. Over the last 10 months, the Organizational Change Management (OCM) Team has been relaying program information, sending emails, and answering questions regarding WMS. However, the best form of communication is face-to-face interactions with the warehouses' personnel.

[Picture]

*OCM Lead John Smith (center) listens to Senior Manager and Manager Erik Eriksson (right) and Jane Doe (left) discuss warehouse designs.*

Every month, the team makes a point to visit one or more of the Airline's hubs. In these station visits, the team hosts leadership meetings, WMS demonstrations, and floor discussions. Each session has a unique purpose that is geared toward that specific station.

Leadership meetings are a chance for leaders to ask WMS questions, learn about the program's progress, and review strategies for distributing information to their teams. WMS demonstrations are for both leaders and Storekeepers, where the OCM Team brings in testers to demonstrate various processes on the WMS tools. Finally, floor discussions involve OCM members visiting Storekeepers on the floor and discussing WMS functions. Here, OCM members ask for feedback on communications as well as reflections on warehouse changes. They may also present program updates at warehouse briefings.

[Picture]

*Director of Logistics George Washington begins the leadership meeting by introducing the ABC program and WMS.*

Occasionally, the OCM Team distributes a survey for leadership, Storekeepers, or both. The surveys are intended to gauge the progress of WMS understanding and assess the effectiveness of communications involving WMS. Completely anonymous, but with the purpose of enhancing communication, surveys are the largest form of feedback that the OCM Team receives from stations. Every survey contains a question assessing which form of communication leaders and Storekeepers rely on for WMS information. It is no surprise to the OCM Team that face-to-face meetings and interactions often score as the favorite.

[Picture]

*Leadership watches as the WMS Team demonstrates packing on the new RF Scanner.*

Moving forward, the OCM Team will continue to make station visits, with the primary focus on stations nearing WMS Go-Live. If you are one of the first go-live stations, look for upcoming visits from the OCM Team on the WMS Flying Together calendar.

[Picture]

*Senior Supervisor Mike Tyson (back left) stands with Storekeepers after having discussed the benefits of WMS.*