

Team,

With the holidays behind us, and as we kick off the beginning of a new and exciting year, I wanted to share with you the great progress the WMS Team continues to make towards United's first go-live station - Denver. Comprised of multiple teams and a diverse group of subject matter experts, the WMS Team is already in full swing preparing our Supply Chain Organization for a successful WMS implementation. While Testing begins its end-to-end testing phase, the OCM Team is continuing to validate change impacts, spread project awareness and understanding, and shift the focus towards developing robust training materials.

Under the leadership of John Smith, the Training team developed a training plan and curriculum for WMS training, after which they created templates for the various training material types. With the help of Jane Doe and a team of training developers, the group's current focus is on developing Instructor-led Training (ILT) presentations. These provide the outline and guidance necessary for instructors to lead WMS training sessions. After these materials are complete, the group will begin working on finalizing Work Instructions and Exercise Guides to allow for hands on practice in a mock WMS training environment during classroom training sessions.

The Communications Team, under the leadership of Sven Svensson, has been busy informing United's Supply Chain community of important program information and changes to look forward to in the new WMS system. A new "Did you know?" series, which is a weekly tidbit of WMS program information, as well as the monthly Supply Chain newsletter articles have been essential in introducing the WMS Program features and benefits to the Supply Chain community. To bring more information to the company, the OCM group has developed a WMS microsite filled with WMS information, program updates, and a repository for previous program communications.

While training continues to be developed and communications are being sent out, engagement with key business stakeholders by John Johnsson to ensure leadership teams are completely up to date with the project continues. Recently, the OCM Team visited with the Denver and Houston warehouse leadership teams to conduct information sessions detailing key program activities and timelines, and answering new questions based on the team's progress. They will continue to conduct these visits and remain in contact with hub leadership until each site goes live.

Only 3.5 months remain before Denver goes live on the new WMS system, and within that time, the WMS Team will continue to work vigorously for the success of the program. Look forward to more communications and interactions from the OCM group in these upcoming months. As always, feel free to send your questions and comments to the xyz@email.com program box.

As an important side note, I want you to be aware of the upcoming change readiness survey coming from the WMS Team. When you receive the survey electronically (via Survey Monkey), please take 5 minutes to fill it out. Your feedback is vital to the success of the WMS deployment, as it provides the team with insight into how to best prepare our business for a successful go-live.

*Pictured below are IAH Senior Manager Magnus Magnusson explaining warehouse functions and discussing future WMS modifications with the OCM team.*

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