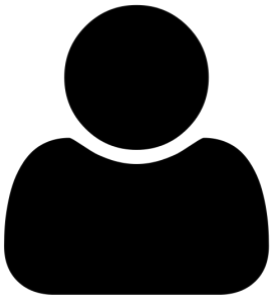
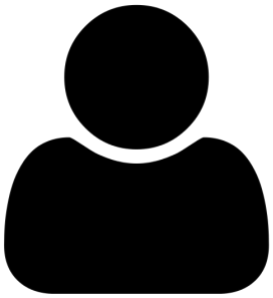
As we approach the Pilot Go-Live, the WMS Team continues to share communications and information related to the status of WMS. These communications have been sent through various formats such as weekly e-mails, monthly newsletters, and a WMS microsite. To ensure communications are effective, the WMS Communications team met with Storekeepers and Inspectors to obtain their opinion on how well the WMS messages were distributed and what was the most beneficial information to provide to the Warehousing Distribution Group.

To that end, the WMS Communications team interviewed two to four people from each of the major hubs with the overarching objective of hearing their views on the benefits of WMS for their fellow colleagues. The questions asked related to their warehouse background, their understanding of the WMS Program, and how they were preparing for the transition. Here is what they had to say.



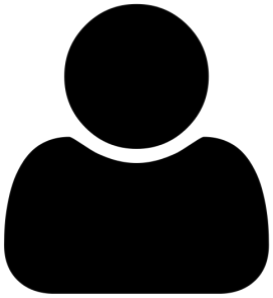
XXX XXXXX, Houston
XXX has 21 years of warehouse experience along with field experience in various warehouse positions. To his colleagues, XXX is the go-to person for warehouse questions and systems. His expertise was helpful early on during the design stages as he provided feedback on current and future warehouse processes. He is happy to know that the new program will help guide Storekeepers through each warehouse process. For example, Storekeepers will not have to memorize multiple transaction codes because the RF Scanner will provide directions and collect real-time data. “The Old System is knowing the exact transaction code to find the exact quantity or information, but with this system, I can do pretty much anything in the warehouse.”

XXX prepares for WMS by working with the WMS Team through testing and serving as subject matter expert, and he shares with his warehouse colleagues the new program features of the WMS solution.



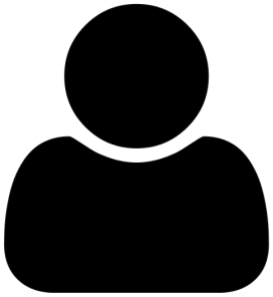
XXX XXXX, Denver
XXX brings 31 years of experience as a Storekeeper in Receiving, Shipping, and managing responsibilities at the Denver station. His contribution to the WMS program has been his agreement to serve as a Change Agent. As a Change Agent, he learns about WMS features and relays that information to his fellow warehouse colleagues during team briefings. One of the new features he is excited about is the condensing of technical devices. This means that he will not have to run between three computers to process his transactions; instead, he will work primarily on one computer or an RF Scanner to perform his warehouse duties. When asked what his colleagues would appreciate the most from WMS, XXX responded, “a fresh start for the company.”

XXX prepares for the WMS transition by ensuring his colleagues are completely aware of the changes that are impacting them and cascades any information from the WMS project team to the warehouse employees.



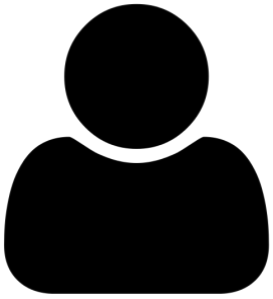
XXX XXXX, Denver
XXX brings 30 years of experience from several positions around the warehouse. He has contributed to the WMS Team by testing the solution and cascading WMS information, which he gained from attending Change Agent meetings. Based on his work with the system and responsibilities as a Change Agent, XXX found that WMS will no longer require multiple manual inputs or screens to complete a process. The reduction in the number of screens will minimize errors and provide more accurate records of warehouse parts. Another benefit he envisions is that WMS will alleviate inventory by condensing the number of locations within the warehouse, a feature that will greatly benefit Denver because the station uses the “Daisy Chain” method.

XXX prepares for the WMS transition by further exploring his Change Agent role and continuing to share his knowledge of the system changes with his colleagues.



XXX XXXX, **Houston**
XXX, as an Inspector, has been with United for 32 years. His contribution to the WMS program, as a subject matter expert, came into play when he began to test the system last year. He has written scenarios to ensure the system can manage any Inspection case. He sees WMS streamlining the Inspection process and utilizing technological advances in recording data digitally. This, he believes, will make WMS more efficient to access part information. XXX especially enjoys the idea of filling out tags and paperwork on a computer instead of relying on handwritten tags that may or may not be legible. Since Inspectors rely heavily on their toolset to perform their inspections, he is confident that WMS will be properly built to help verify inspections.

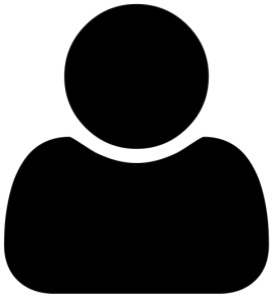
XXX prepares for the WMS Transition by reading emails from the WMS Program and working alongside his colleagues on developing test scenarios.



XXX XXXX, Houston
XXX has 30 years of Inspection and airplane mechanic experience. He provides subject matter expertise for the WMS Team in writing scenarios and testing the system. His work for scenario writing is based on what other's problematic experiences were in Inspection on top of what he has faced. When asked what he thought about the outcome of WMS, XXX commented, "Once

its implemented, it should be less confusing to the people who currently don't really understand the processes." Instead of relying on tribal knowledge to react appropriately to each unique inspection case, XXX sees WMS as the next best tool for Inspection. He foresees training to be easier to conduct because of the simpler and ease of use of the WMS Inspection process, which he predicts will shorten inspection to 5-10 minutes per part.

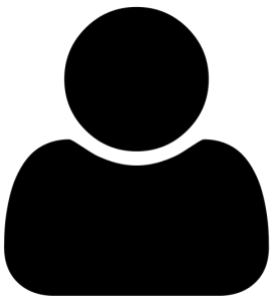
XXX prepares for the WMS transition by continuing to test scenarios to ensure a thorough and successful implementation.



XXX XXXX, Houston

XXX, as the Inspection Supervisor for system wide stores, provides his 30 years of experience in supervising the new WMS Inspection features. Alongside XXX and XXX, Joe contributes to the WMS project by creating test scenarios and helping to streamline the time spent per part in Inspection. He is relieved to see that WMS will only use one screen to process inspections in a more timely and efficient matter. The HighJump One (HJ One) tool will be web-based instead of the green screen background, which will help reduce strain on the Inspectors eyes. "We no longer can use a 20-year old system to process parts in this day and age; so, WMS is going to allow us to be in the future, not in the past – that is what we are going to see out of this."

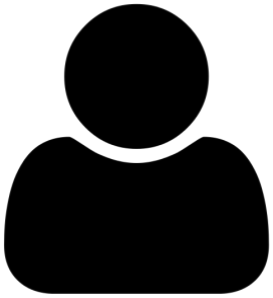
XXX prepares for the WMS transition through by reviewing test cases, writing GMM chapters, and preparing Inspection for the new technology.



XXX XXXX, Chicago

XXX prides herself in her 33 years of experience. As a Lead Storekeeper, she contributes to the WMS Program by attending manager meetings to learn about the features and changes in WMS, which she will in turn cascade to her employees. Through her hard work and long hours, XXX's intention is to absorb as much of the program information as she can so that she can help her Storekeepers when Chicago goes live. "I love training and showing everyone everything and I want people to know how to do the [processes]." When asked what was most excited about the program, XXX immediately talked about the reduction in paperwork. With the old system, it requires multiple sheets of paper to complete a transaction.

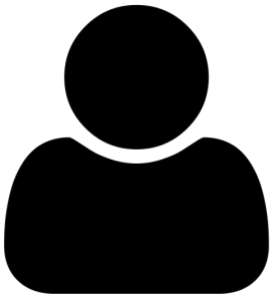
To prepare for the transition, XXX is looking forward to the pilot implementation in Denver, which she will visit to learn from local Storekeepers about WMS.



XXX XXXX, Chicago

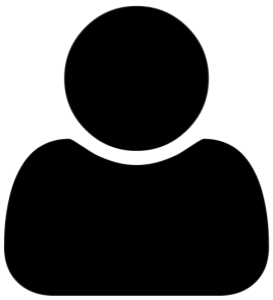
XXX brings 28 years of experience. As an administrative lead, he ensures that the warehouse personnel have the necessary supplies to complete their jobs such as fuel audits, book balances, and so forth. XXX is excited about the process of managing the shelf life of warehouse parts in WMS. Currently, he must constantly switch between bin locations and computer terminals to record shelf life items. With WMS, he will use an RF Scanner to complete his shelf life duties on the go, which will be much quicker and more efficient. He is also looking forward to fewer acronyms and codes to memorize, which is a problematic feature of SCEPTRE that can prohibit Storekeepers from completing transactions. "Productivity will go up," a result XXX predicts with the release of WMS.

To prepare for the WMS transition, XXX continues to learn about WMS through e-mails and program updates on the WMS microsite.



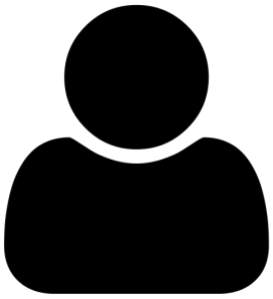
XXX XXXX, Chicago
XXX brings 28 years of experience. She is a Lead Storekeeper with a focus on the ASRS. During the WMS Team's visit in February 2018, XXX contributed to the WMS project by describing the station's functions and pain points; thus, asking questions related to the system, thereby providing insurance that the WMS team review system details. What excites XXX about the system is the simplicity WMS will bring to the warehouse. The ability to scan bar codes to review part information instead of using multiple SCEPTRE codes will help the team be more efficient. It will also help reduce reliance on e-mails since WMS will update in real-time for everyone's benefit.

To prepare for the WMS transition, aside from a few meetings and interactions with the team, XXX continues to acquire her WMS knowledge primarily through e-mails, "Did You Knows" and program updates.



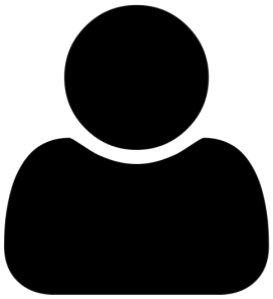
XXX XXXX, San Francisco
XXX joined the San Francisco station in October 2013, which brings his number of years with United to roughly 5 years as a Shipper, Receiver, and the occasional runner tasks. His interaction with WMS is associated with his WMS research on Flying Together and aiding the team in developing a Frequently Asked Questions (FAQ) document. After reflecting on the new features in WMS, XXX is most excited about the tools and data mining opportunities - WMS will provide the ability to move around the warehouse with a RF Scanner and enable XXX to capture and examine proper data for his tasks. When asked about other WMS benefits, XXX sees it as a simple system that will be easy to train others on – no prior hands on experience will be necessary to learn the processes. This, he comments, will greatly help newcomers in the warehouse.

XXX continues to present questions to the WMS Team and to read the WMS communications.



XXX XXXX, San Francisco
XXX is a supervisor with 8 years of warehouse experience. His contribution to the WMS Project was to help plan warehouse processes such as IJB, Parts Control, Shipping, and Kitting. Aside from tracking items within the warehouse, XXX finds it greatly beneficial that WMS will track FedEx items that will show what time a part is received, pulled, and staged. Besides tracking capabilities, WMS offers two advantages for a supervisor like XXX. The first is redesigning the system as a "Push System" that can send work orders to Storekeepers and assign tasks. The other benefit is streamlining shipping, which currently takes a large portion of time. In the future, WMS will provide advanced notices of downline flights and related information to Shippers.

To prepare for the WMS transition, after having been a part of the design phase, XXX is looking forward to testing the system and sending his leads to Denver to view the system's progress and features.



XXX "XXX" XXXX, San Francisco
XXX, a Storekeeper, has 27 years of warehouse experience. He, along with Josh, contributed to WMS by providing the initial outlines of warehouse processes and what adjustments could be made to help warehouses work more efficiently. XXX is excited about how WMS will help track parts from start to finish, which will in turn help Storekeepers in locating lost items or extracting specific information when needed. The modern technology being introduced will be

an interesting concept to utilize within the warehouse. For example, the RF Scanner will help Storekeepers track items and allow transactions to be completed on the go. Overall, XXX sees the system reducing actual transactions and paper waste, utilizing digital technology instead to record information.

To prepare for the WMS transition, XXX will continue to learn more about the program through the WMS e-mails and communications with the WMS Test Team.