

Fast performing teams at Johnson & Johnson

Context

Johnson & Johnson Vision Care, manufacturers of soft disposable contact lenses, implemented a major ERP system across their EMA region. The wanted to establish a Process Expert team (PET) to support the end-user community and enable them to realise the potential of the system. This team would provide business support, education & training and business process improvement, acting as bridge between end-users and the US-based IT function.

The andpartnership were selected to help the team 'hit the ground running'

Our approach

We designed a series of workshops based around our 'fast performing teams' model:

- Workshop 1 –building strong relationships in the team, understanding roles and responsibilities and task allocation, identifying key stakeholders and a plan to engage them, agreeing how to work together, establishing shared expectations within the team
- Workshop 2– establishing shared expectations with the IT function, development of agreed ways of working and shared goals
- Workshop 3– establishing shared expectations with business customers, development of agreed ways of working and shared goals.

Results

The team were able to operate as an effective team within a very short space of time, establishing a triage system to handle and resolve end-user issues and queries. Over 95% of user issues are now being handled by the team without escalation to the IT function. There has been a significant improvement in education and training for the user community, and an effective mechanism for implementing process improvements

"The andpartnership were able to develop a bespoke set of workshops that allowed the organisation to quickly implement a fast performing Process Expert team and rapidly get the best from them. The organisation is much better positioned to support its ERP system thanks to their work. Due to the success of this EMA initiative, the Process Expert Team model is now being rolled out to other Vision care regions globally - and naturally the andpartnership will be working with us." Worldwide IT Manager -Worldwide Systems User Enablement, Johnson & Johnson Vision Care