

Proposal to Create a Training Manual for Non-Millwork Employees for Home Depot, Inc.



Summary

The Home Depot does not have a cross training manual for its non-millwork employees. We could use this manual to train non-millwork employees on the My Custom Designs (MyCD) ordering system. This manual will train employees on qualifying the customer, create an order for doors and windows, and quickly reference trouble-shooting problems. I can complete the rough draft by 4/15. The labor, materials, and supplies will cost approximately \$1,162.50. The final cross training manual will be completed 4/22.

Intro

The Home Depot does not have a cross training manual for its non-millwork employees. We need a manual because the Millwork department consists of two full-time employees and one part-time employee. The Millwork employees are usually too busy to help train the non-millwork employees on the new ordering system. This manual can be used to train non-millwork employees on the basics of the ordering system. This manual will consolidate all the basic questions to qualify the customer and to make sure the customer gets the correct product for their application. This manual will save the company money because the non-millwork employees will not get the order wrong thus reducing the amount of special order returns due to mistakes.

My manual will address qualifying questions to ask a customer, general information on doors and windows themselves, and instructions on how to build an exterior door, interior door, and windows in the new ordering system. I am qualified to write this manual because I have three years of millwork experience working at Home Depot, I know how to install doors and windows of any type, and have taken over 200+ hours of training classes for the Millwork department.

Current Problem at the Home Depot

I became aware of this problem because one day my department head approached me and asked if I could train the sister departments on how to order using the new ordering system. The need arose because when a Millwork associate is on a meal break or there isn't one for the rest of the day to cover the department, the Home Depot loses out on money and potential sales for the store. The non-millwork employees are not trained on how to:

- Qualify the customer for the right product
- Create doors or windows in My Custom Designs (MyCD)

The non-millwork employees sometimes have to help customers but their lack of knowledge of the Millwork department can lead to unsatisfied customers. For example, a Lumber associate took a customer over to Millwork because he was looking to replace his front door. I happened to be busy at the time, and often I can spend close to an hour helping a customer with a project. The customer waiting on me to help him became upset because there was only one millwork associate at the time. If the Lumber associate had this reference manual, he could have asked simple qualifying questions and sent a preliminary quote with the customer, thus creating revenue for the store.

Proposed Solution: A Training and Reference Manual

The proposed Training and Reference Manual will provide the non-millwork employees with the training and information to

- Qualify the customer on the right product
- Create an order of doors or windows
- Quickly reference trouble shooting problems

I will write the Training and Reference manual from my experience and will consult with other millwork associates for information. The Training and Reference Manual will include the following sections.

1. Qualifying Customers for correct product

- How to access the ordering system
- How to login to the ordering system
- Qualifying questions about customer's project

2. How to create a door

- Selection of Vendors
- Types of doors
- Building a door
- Ordering a door

3. How to create a window

- Selection of Vendors
- Types of Windows
- Building a Window
- Ordering a Window

4. Trouble Shooting and Reference

- Ideas of what might go wrong
- Trouble shooting and where to reference problem
- Frequently asked questions and answers

Project Schedule

The proposed time schedule for this project will be as follows:

- Work on rough draft 3/30 – 4/15
- Review of draft with Professor Dorris 4/16
- Revisions and updates 4/16 – 4/21
- Completed manual due 4/22

Qualifications

I have worked for Home Depot the past three years as a Millwork Specialist. I have dealt with many of Home Depot's ordering systems and have not had a missed or incorrect order since my I have worked with the company. I am able to write the proposed manual because of my understanding of the system and the training I have received.

Budget

The following table reflects the estimated cost writing and printing the manual:

Items	Time and Supplies	Cost (dollars)
Writing and Editing	100 hours @ \$11.00 per hour	\$1,100*
Binding Costs	Front and Back Spiral Binding	\$5.00*
Color Ink	2 cartridges @ \$25.00 a cart	\$50.00*
Copying Costs	75 pages @ \$0.10 a page	\$7.50*
Total Cost		\$1,162.50

*All costs subject to change

I will donate my time and supplies in return for company recognition.

Conclusion

This manual will assist with the cross training of departmental associates at Home Depot. It will also resolve the issues of qualifying customers, building doors and windows in the My Custom Designs (MyCD) ordering system, and will quickly trouble shoot any problems with ordering.