



VERBINDT. VERSTERKT.

**FOCUS  
ONLINE**

**8 T/M 12 NOVEMBER 2021**

# Welkom

## **Gebruikersadoptie S/4HANA bij Continental**

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Consultant – Continental & Henk Arts, Solutions Director  
Netherlands – tts**





## Embracing Change

Supporting the S/4 Hana Integration at Conti Tech  
with a Digital Adoption Platform

# Who is presenting today?



# Agenda

## 1 Continental

## 2 Digital Adoption Platform

2.1 TTKF @ Continental

2.2 Facts & Figures

2.3 Best Practises

## 3 IMp@CT Project

3.1 What is IMp@CT

3.2 Training Approach & Timing

## 4 Summary

# Continental Group

## Leading the Way for Your Mobility



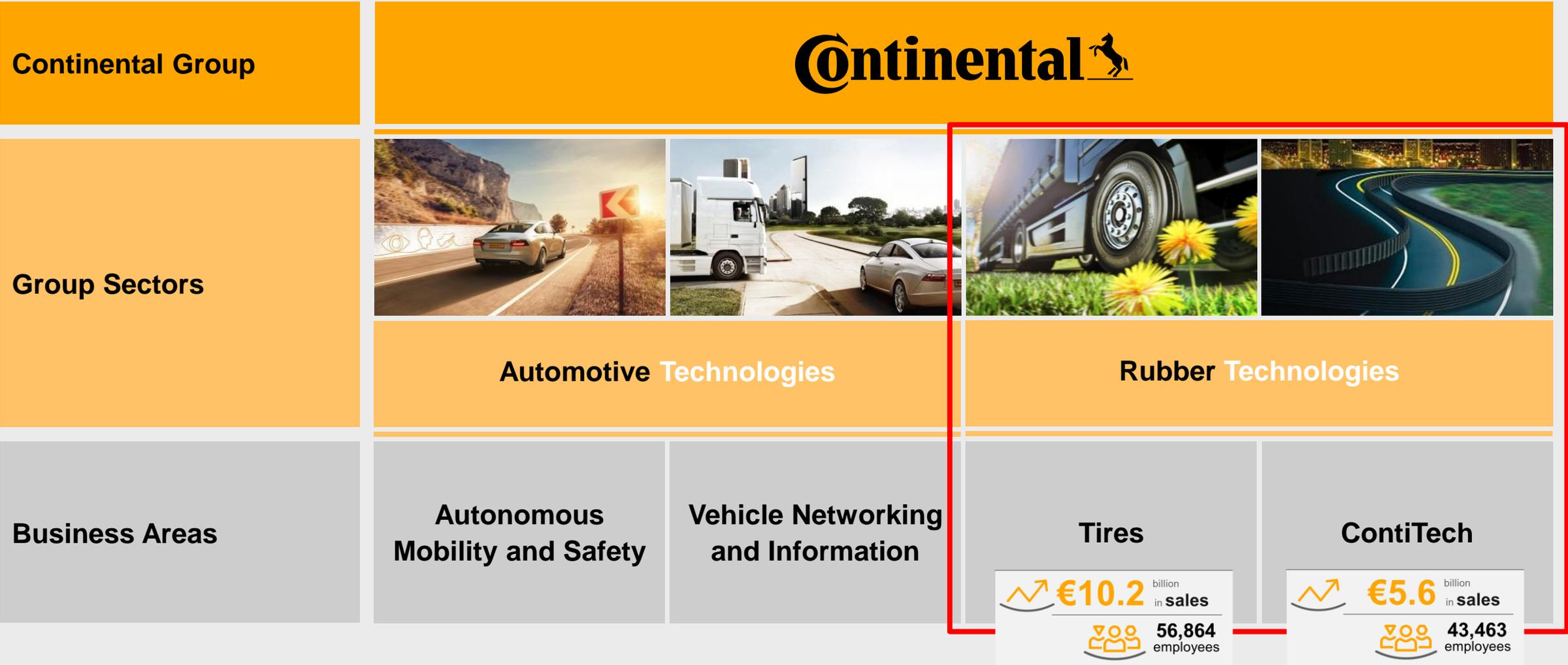
A leading player  
in **autonomous  
mobility**

First to market  
with **software-  
defined**  
vehicle architecture

Industry-  
benchmark  
operational efficiency  
in **Tires**

**~200,000**  
talented and  
dedicated  
employees

# Continental Group Structure



# Change

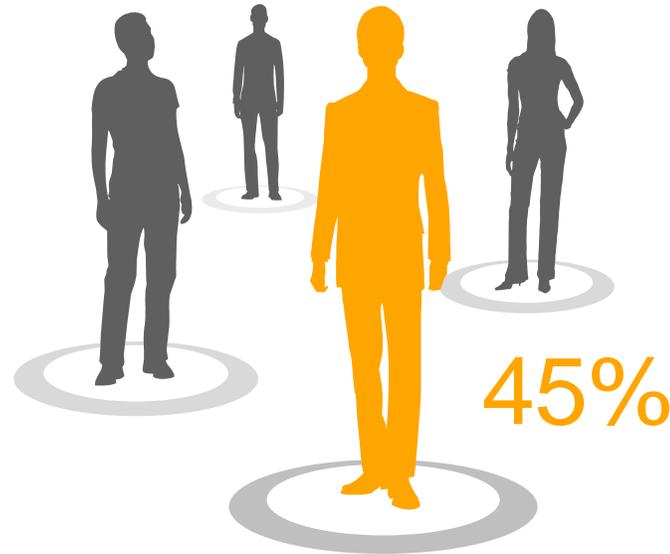
What drives Change?

Remote Work

Processes

Complexity

Time



45%

Technology

Globalization

Workstyle

# TTKF Coach Vision



TTKF\* is the **O**ne and **O**nly source for performance support for all Continental employees in the moment of need.

\*Team Trainer Knowledge Force

# Our Values

## Trust

We both give and earn trust.



## Passion To Win

We have the passion to win.



## Freedom To Act

We grow through freedom toward responsibility.



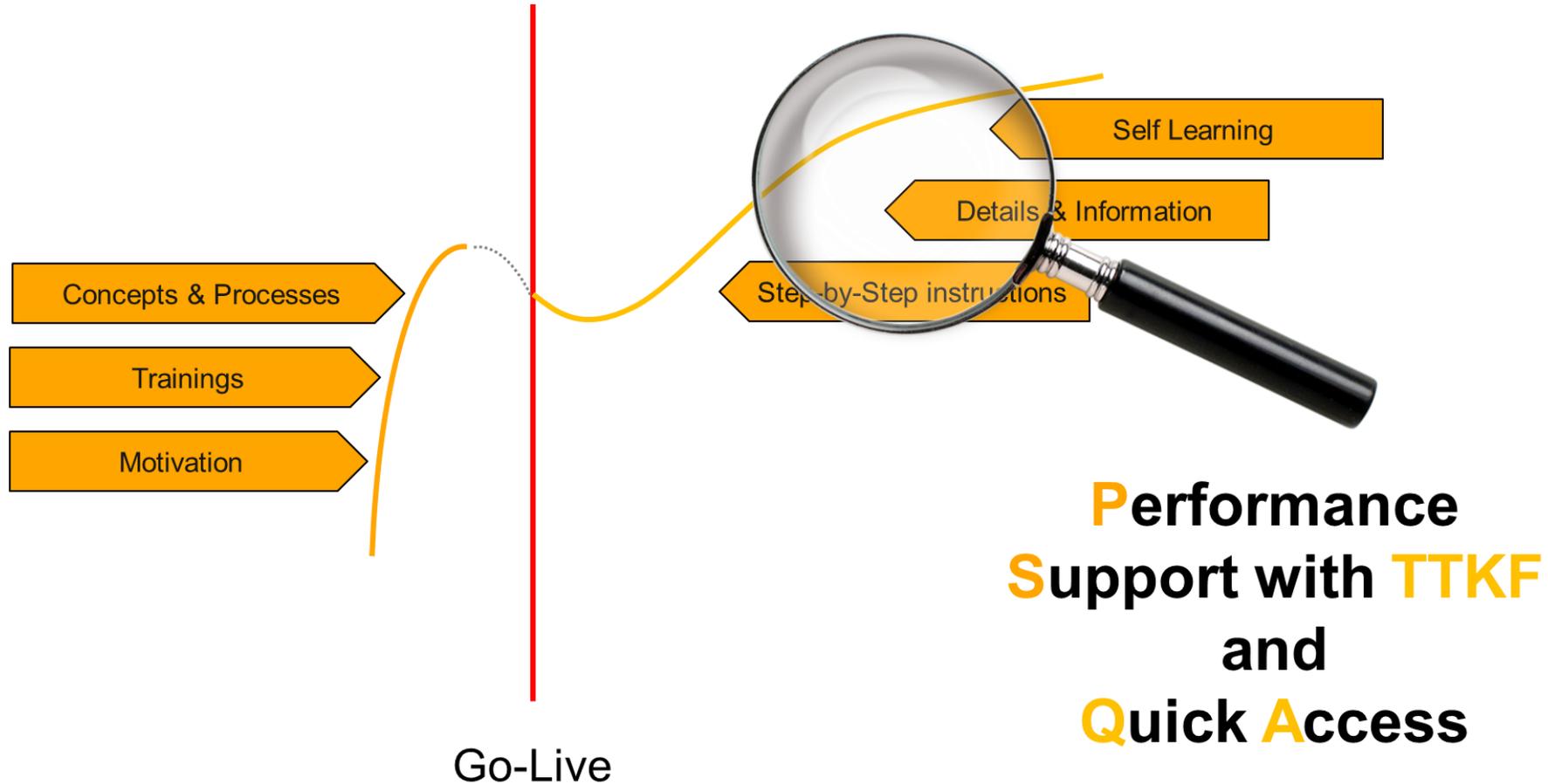
## For One Another

We attain top value with our team as one Continental

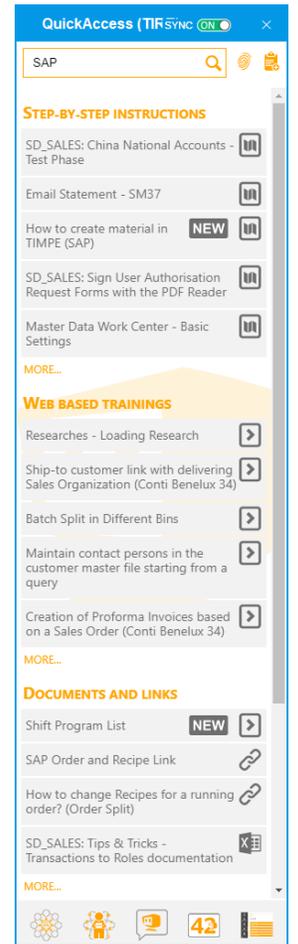
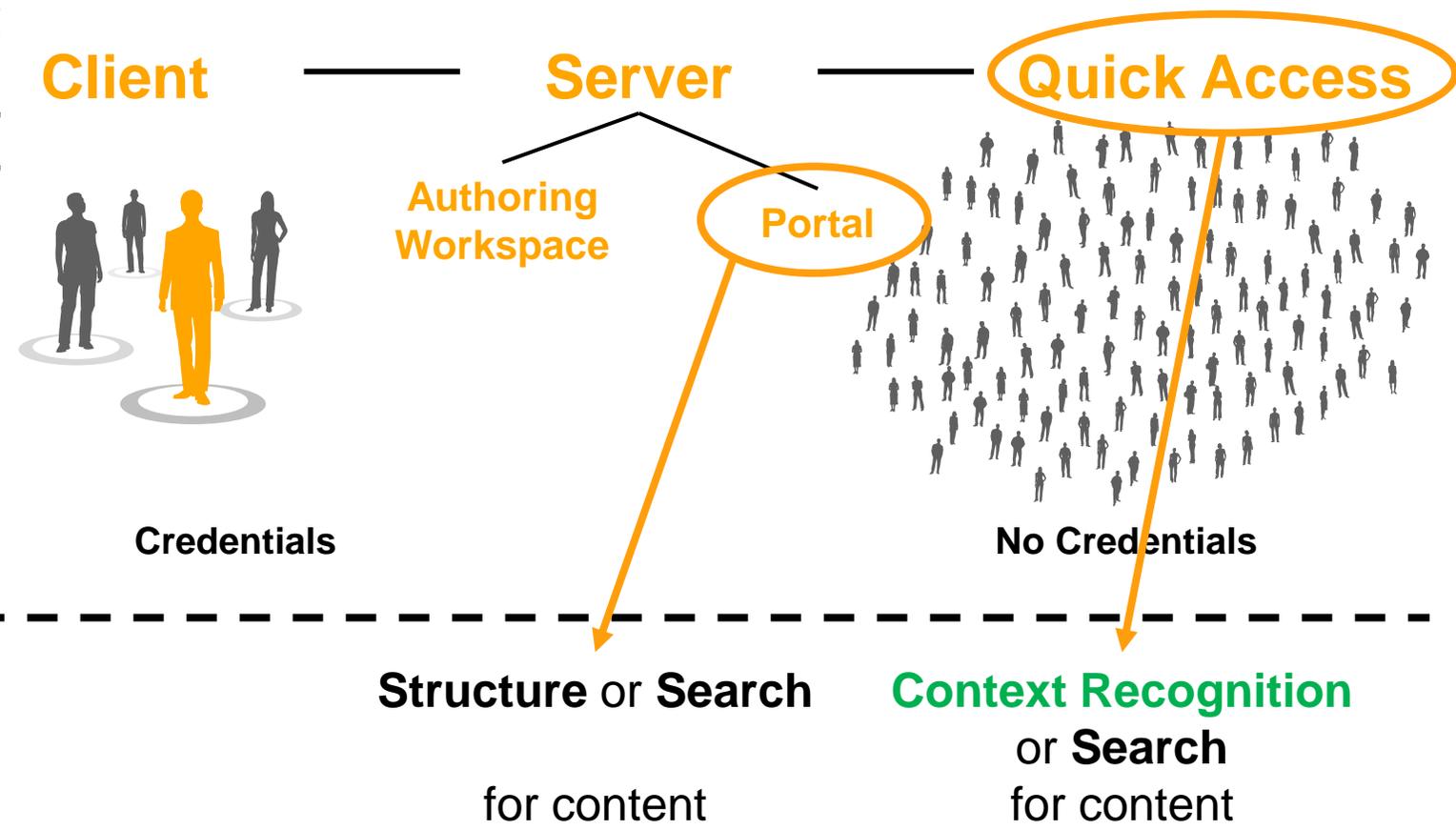
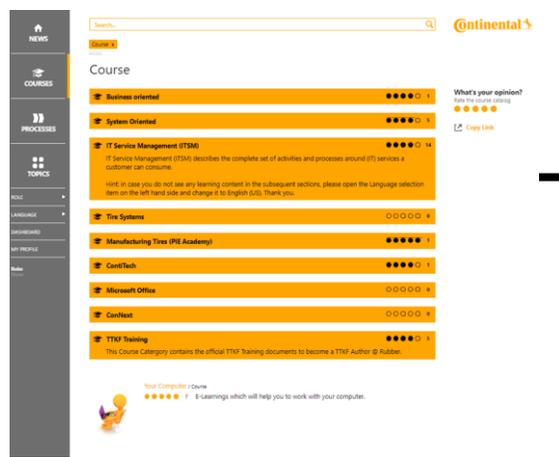
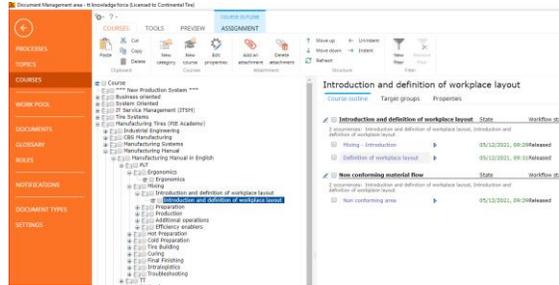


**Great People Culture**

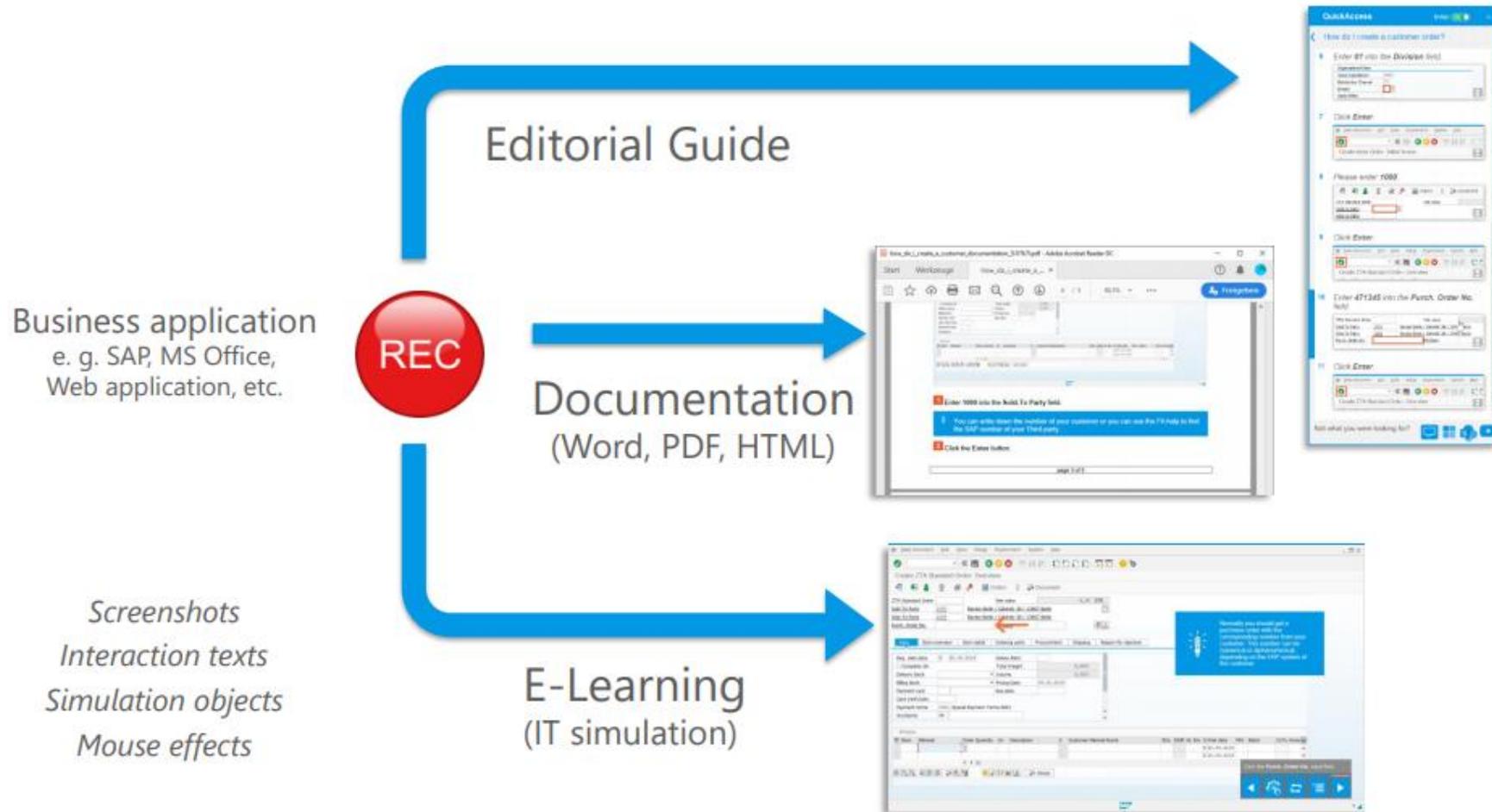
# The 2 Perspectives of TTKF



# What is TTKF / tts Performance Suite?



# Publishing formats of TT Documents



# How does TTKF look like?

NEWS  
 COURSES  
 PROCESSES  
 TOPICS  


---

 ROLE  


---

 LANGUAGE  


---

 DASHBOARD  


---

 MY PROFILE  


---

 Roles  
 None

Course

- 🎓 **Business oriented** ●●●●○ 1
- 🎓 **System Oriented** ●●●●○ 5
- 🎓 **IT Service Management (ITSM)** ●●●●○ 14  
 IT Service Management (ITSM) describes the complete set of activities and processes around (IT) services a customer can consume.  
 Hint: in case you do not see any learning content in the subsequent sections, please open the Language selection item on the left hand side and change it to English (US). Thank you.
- 🎓 **Tire Systems** ○○○○○ 0
- 🎓 **Manufacturing Tires (PIE Academy)** ●●●●○ 1
- 🎓 **ContiTech** ●●●●○ 1
- 🎓 **Microsoft Office** ○○○○○ 0
- 🎓 **ConNext** ○○○○○ 0
- 🎓 **TTKF Training** ●●●●○ 5  
 This Course Category contains the official TTKF Training documents to become a TTKF Author @ Rubber.

Your Computer / Course

●●●●○ 7 E-Learnings which will help you to work with your computer.



What's your opinion?  
Rate the course catalog



Copy Link

The screenshot shows the SAP TTKF training interface. At the top, there's a navigation bar with 'Home' and 'SAP' logos. Below it, there are several tabs: 'Test Suite General Links', 'Process Management & Test Case Creation', 'Test Execution', 'Test Analytics', 'Test Defect Resolver', and 'Test Preparation'. The main content area is divided into sections: 'Test Execution' with cards for 'eLearning Test Execution', 'Tester Worklist', 'My Test Defects' (with a '1' badge), and 'My Test Executions' (with a '6' badge); 'Test Analytics' with cards for 'eLearning Test Analytics', 'Test Plan Management', 'Test Suite Analytics', 'Test Suite Overview', and 'Test Suite Dashboard'; and 'Test Defect Resolver' with cards for 'eLearning Test Defect Handling', 'Resolve and Dispatch Incidents IT Service Managem...', 'Test Plan Management', and 'ChaRM Test Defect Handling'. On the right side, there's a 'QuickAccess' sidebar with a list of steps for 'Execute Test Case', including 'Click My Test Executions 2 Neutral Test Packages', 'Select the appropriate test pack', 'Click 2020\_TEMPO\_SPS\_BAT1\_SD', 'Select a test cases', 'Click Test Cases SD\_Creation\_of\_Sales\_order', 'Click Test Steps f', 'Click the horizontal scroll bar to scroll to the right', and 'Click Not tested'. The bottom of the screen shows a Windows taskbar with the date 12/15/2021 and time 4:00 PM.

# Facts & Figures



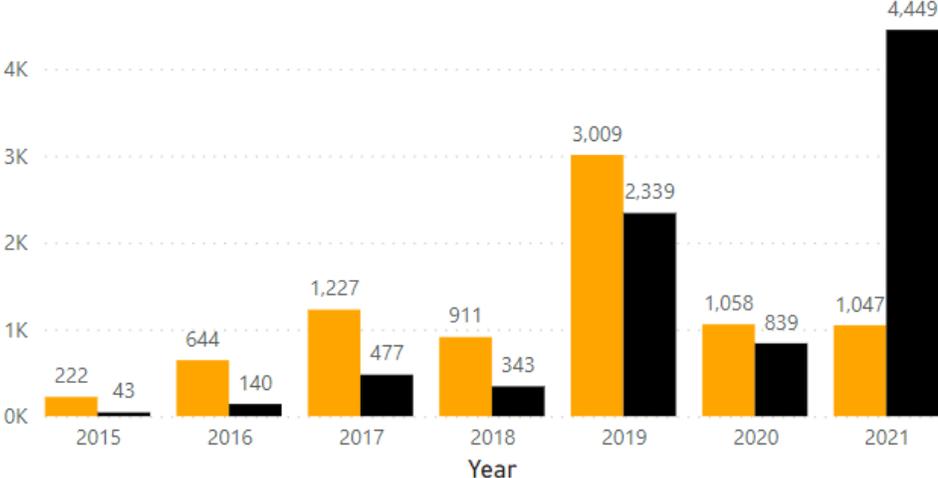
8.118 documents



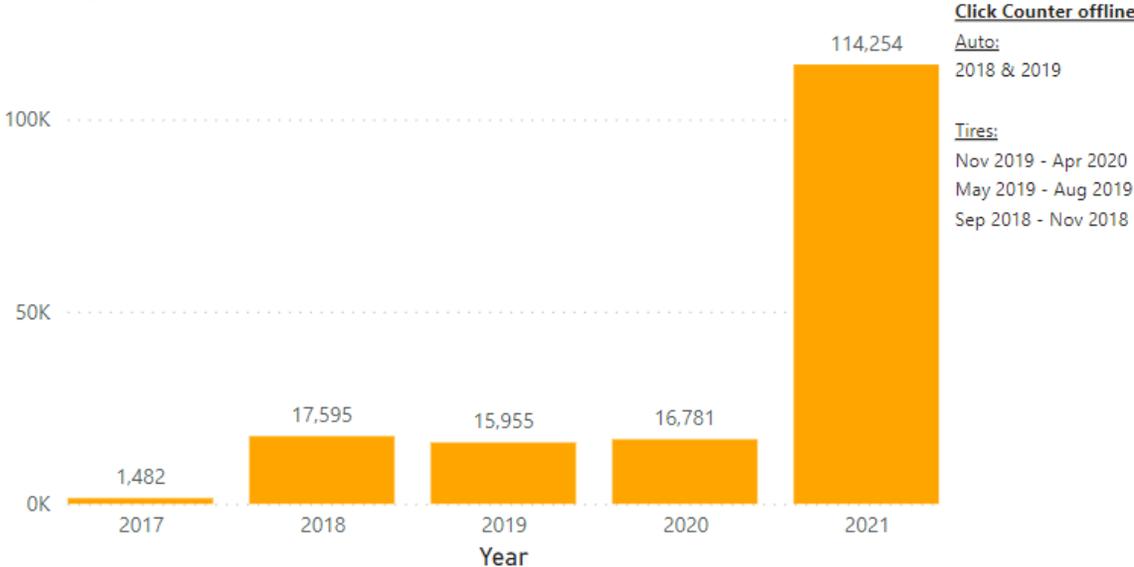
17.067 documents

Documents per Year

● created ● modified



Clicks per Year



# Best Practices

## Manufacturing Manual Project completed ✓



**MANUFACTURING MANUAL**  
In a Nut Shell

**Click & Create**  
The MANUFACTURING MANUAL is our digital bible for all live manufacturing processes, online available for everyone worldwide. It describes with the help of videos and pictures the relevant production standard. The content is approved by a cross-functional team including temp teams and manufacturing experts.

**Why?**

- From development to production, the manual is available for everyone worldwide.
- The manual is available for everyone worldwide.

**What?**

- The manual is available for everyone worldwide.

- 144 people developed & rolled MM out
- More than 540 operators trained with MM
- 1708 documents
- 25 Gb video material

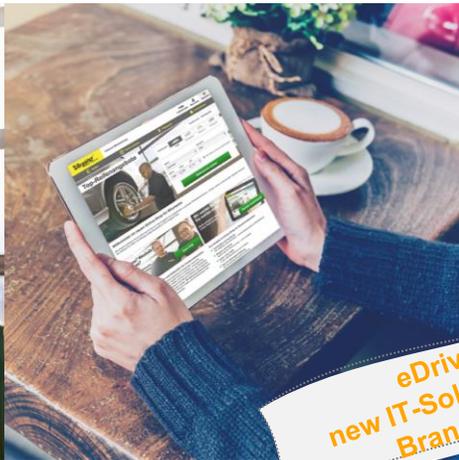
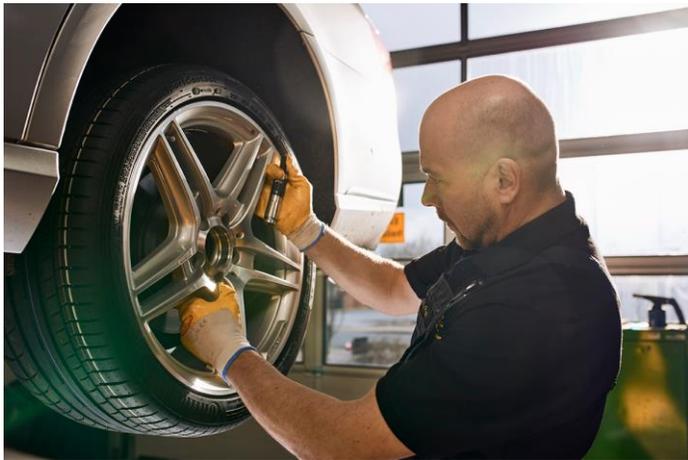


- NEXT STEPS:**
- › Continue translation in Camacari
  - › Start of translation in Timisoara
  - › New project to describe full production process in Clinton
  - › Approved LMS connection

**Production Processes**

A big thank you to all supporters!

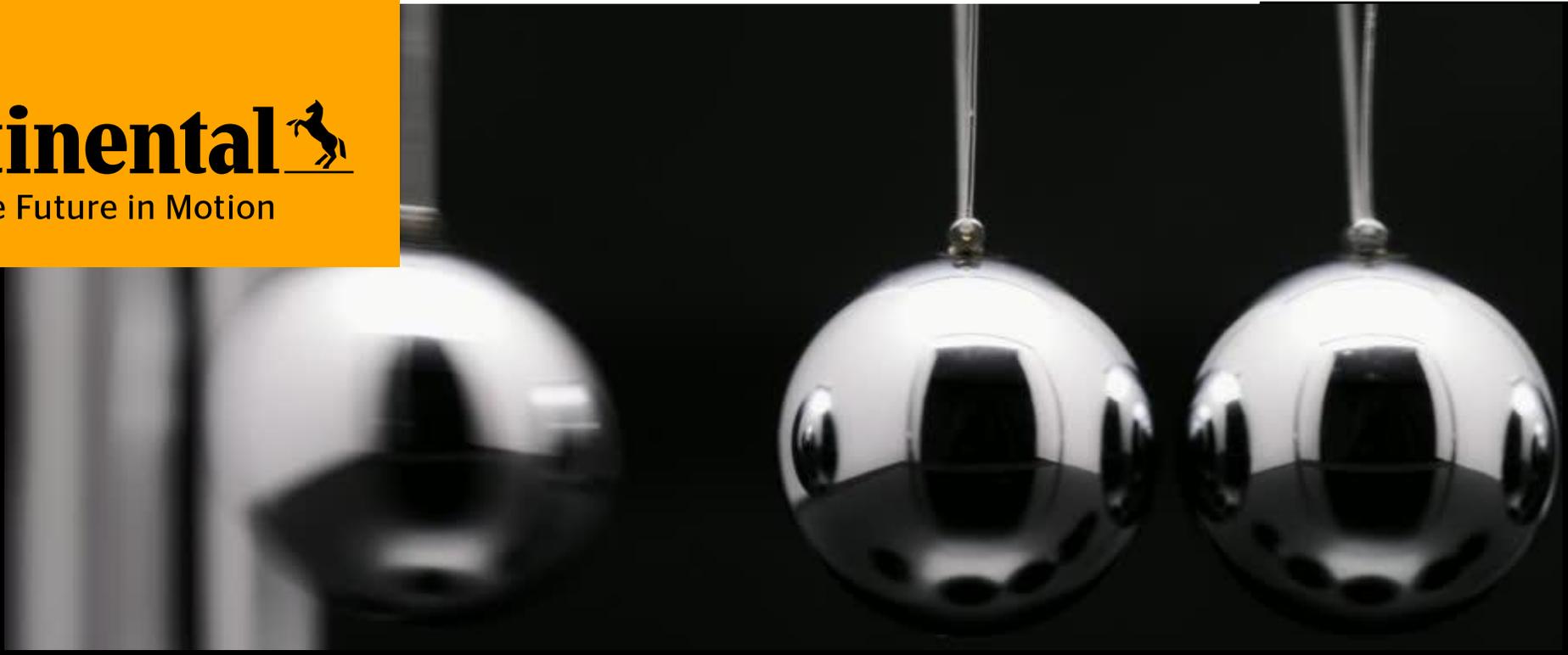
**BMC ITSM Tool Rollout**



**eDrive new IT-Solution for Branches**



**Central Order Desk**



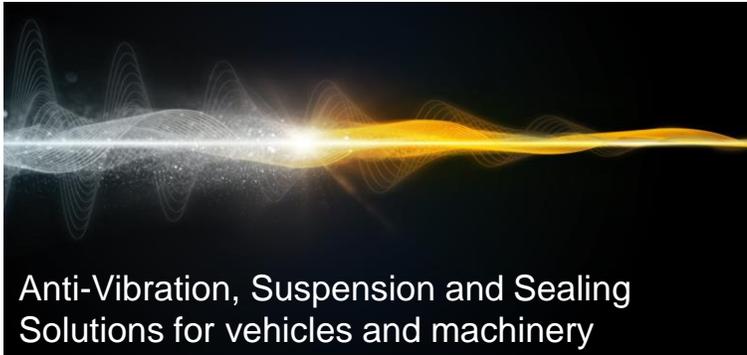
# IMp@CT

## Training Concept

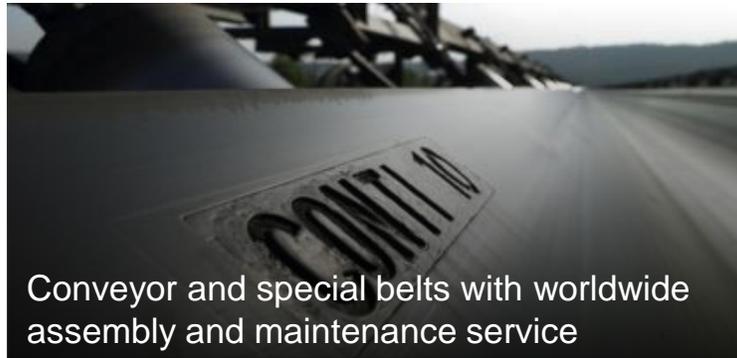
# ContiTech Organization

## Business Area of Continental Group

### Advanced Dynamics Solutions



### Conveying Solutions



### Industrial Fluid Solutions



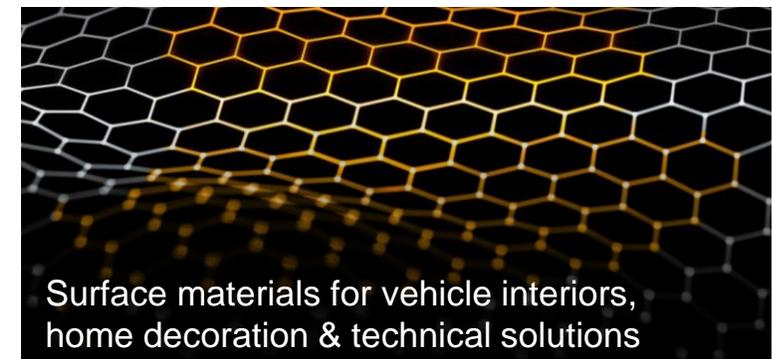
### Mobile Fluid Systems



### Power Transmission Group



### Surface Solutions



# What is IMp@CT?

## One SAP S4/HANA for ContiTech



### What?



> Current ContiTech SAP system landscape: 12+ different SAP and non-SAP solutions



> Goal: Harmonize to **ONE global SAP S/4HANA system**



### Why?



Less manual work



Faster decision making



Profitable growth



Less IT costs and faster



Broader SAP expertise base



# What is IMp@CT?

## The Project, its Vision and Mission

We spend a lot of our time with manual work...

IMp@CT automates processes freeing time to focus on value adding work and enabling profitable growth



**Vision** Our why

Building our foundation for the future, together.



**Mission** Our how

Harmonizing processes and standardizing solutions to enable a connected, faster, leaner and more intelligent future.

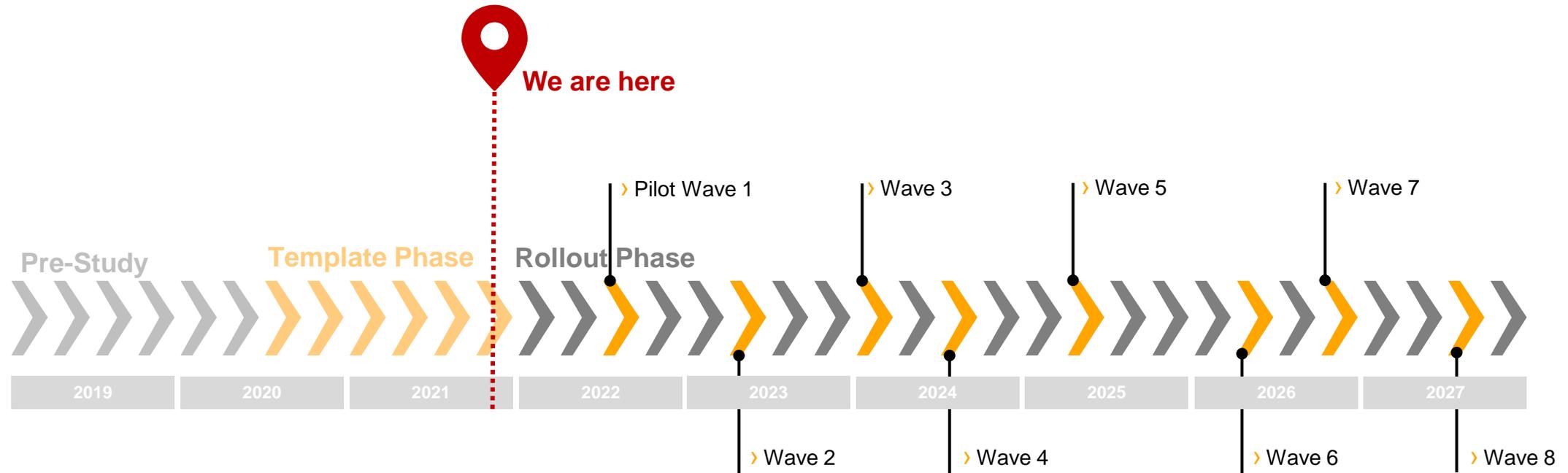


IMp@CT: the digital backbone of ContiTech business



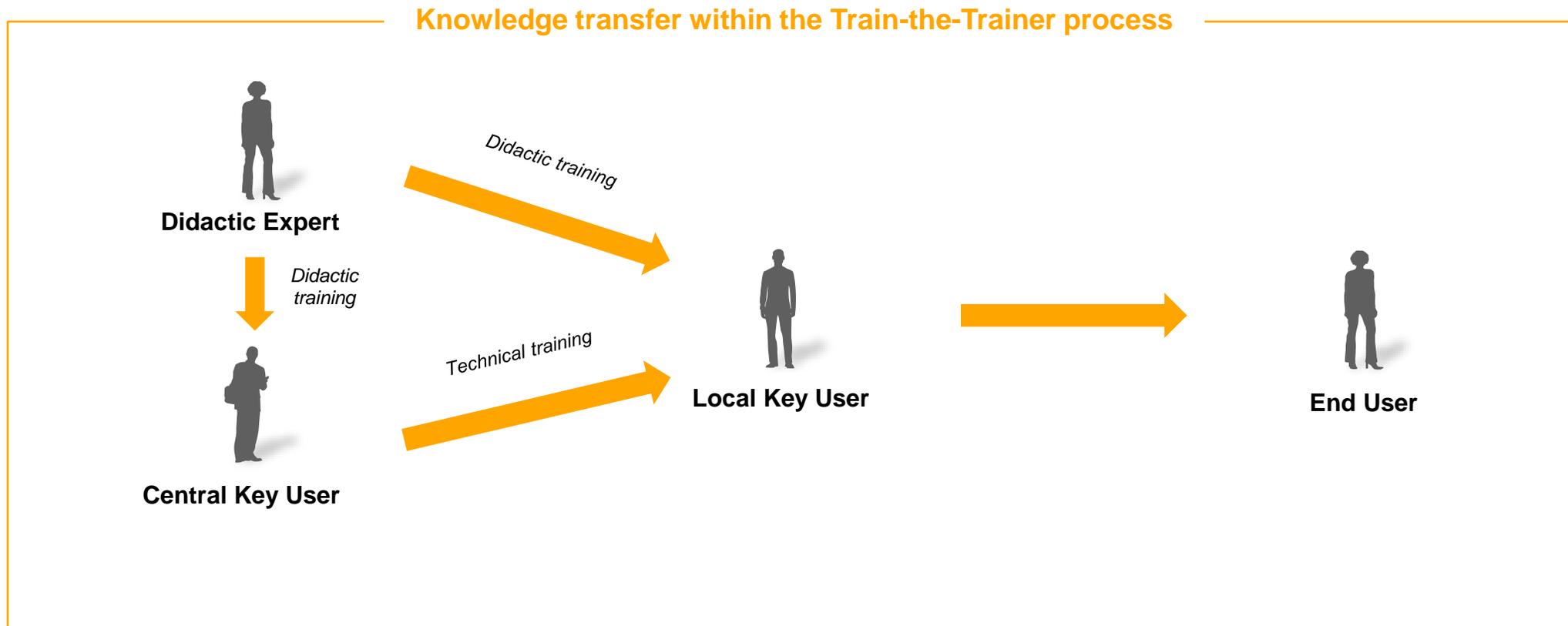
# What is IMP@CT?

## Timeline



# Training Approach

## Train-the-Trainer Concept



# Training Approach

## Training Formats – Blended Learning Approach

### Training Formats



**CRT**

(Classroom Training)

- > System demonstration and information with exercises
- > Based on ppt



8-10 participants



**INF**

(Information Session)

- > System demonstration and information without exercises
- > Based on ppt



Max. 35 participants



**WBT**

(Web-based Training)

- > eLearning with presentation or interactive mode
- > Mix of system recording and ppt



Self-learning



**DOC**

(Documentation)

- > Document with table of contents, screenshots and descriptions



Self-learning



**EDG**

(Editorial guides)

- > Step by step instructions with screenshots and short descriptions



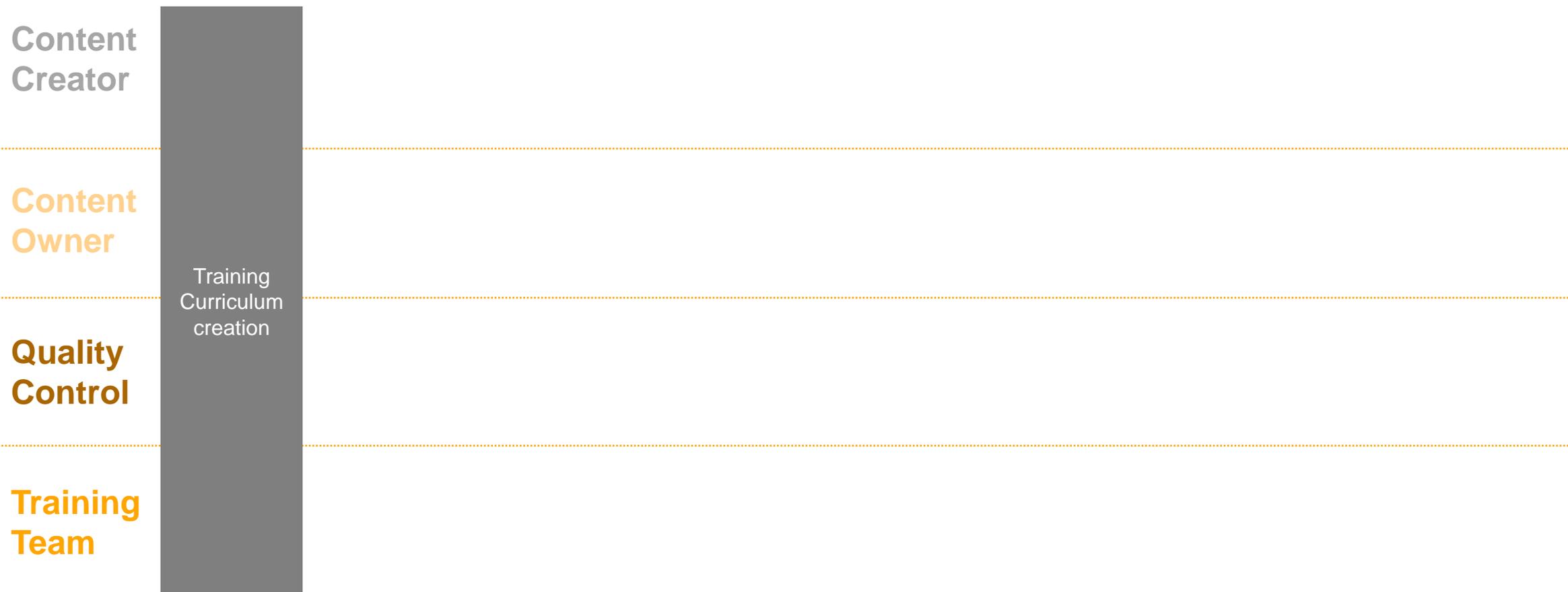
Self-learning

All training materials available on TTKF



# Training Approach

## Content Creation Process Flow



# Training Approach

Content

Content Creator

Content Owner

Quality Control

Training Team

# Training Curriculum



## IMp@CT training curriculum

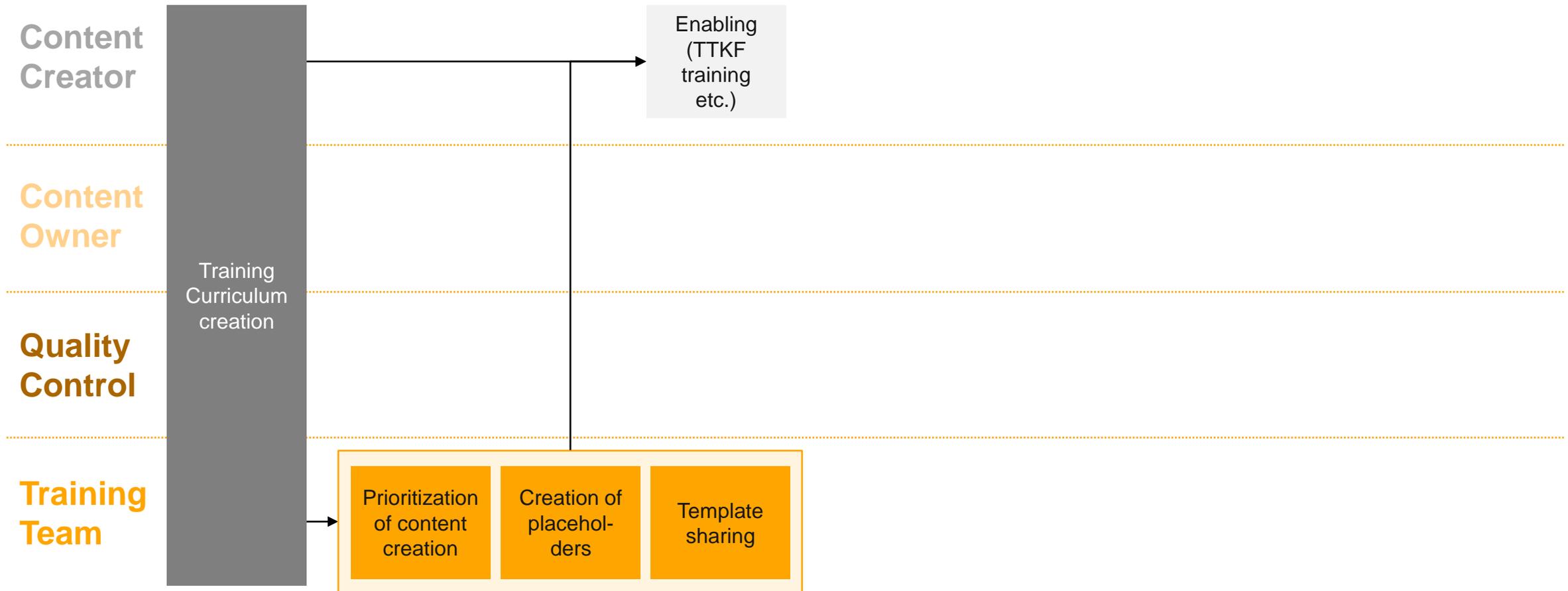


LEGEND																		
Field value	Column	Field description	Remark															
Course ID	A	Short code for Training Course where first 2 or 3 letters stand for domain code and numbers for training sequence number. 'Module'_'topic(2 digits)_'_'Training Method'_'Number of Training(2	To be fulfilled by Training Team.															
Sub-stream	B	Sub-stream																
Process Area	C	Process Area (e.g. Planning, Sales & Distribution...)																
Processes Involved	D	Processes involved in this training topic (e.g. 01-04-01)																
E2E / L2 / L3 Process Name	E	Process Number (as of Symbio): If a Training Course content is based on Business Process(es) L2 or L3, please provide their ID.																
Training Module (Training Package)	F	Training Package, which includes different training topics & learning videos placed under one, common area, e.g. Make Mat Flow.																
Training Topic	G	Topics/chapters for training different topics could be e.g. for Module Make Mat Flow could be: Production Replenishment, Returnable Packaging, Returnable P	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Training Content	H	Content of course, short Chapter in bullet points Short explanation of inc	Course ID	Sub-stream	Integrative Touchpoint sub-stream 1	Integrative Touchpoint sub-stream 2	Integrative Touchpoint sub-stream 3	Process Area	Processes Involved	E2E / L2 / L3 Process Name	Training Module (Training Package), includes different	Training Topic	Training Content	Learning Goals	Training Format / Method (listed in priority order):	Exercise/ System Simulation (Yes/No)	Duration of training (min)	User Type (Management, Key User, End-User)
Learning Goals	I	Define goal(s) per Training outcomes/goals of a Training																
Training Format	J	Selected for the Training then one, place in order Possible methods to ch 1. CRT (Classroom with Onsite	<i>To be entered by Central Training Team</i>	<i>Your's sub-stream name, e.g. Sales</i>	<i>Relevant for this sub-stream (X)</i>			<i>Process Area Name, e.g. Price Condition Management</i>	<i>Processes, which are involved in presented topic(s), e.g. 01-04-01</i>	<i>E2E Business Scenario name or no, e.g. Market to Order</i>	<i>Modules name, which gathers different topics placed under one, common area, e.g. Market Analysis</i>	<i>Single topic's name, e.g. Forecast</i>	<i>Short explanation of included content within topic, e.g. The course explains the ...</i>	<i>Defined goal(s) per Training Module, e.g. Understand the process for each development, from requirement to solution. Be able too ... Use...; Be</i>	<i>CRT</i>	<i>No</i>	<i>120.0</i>	



# Training Approach

## Content Creation Process Flow



# Training Approach

Content

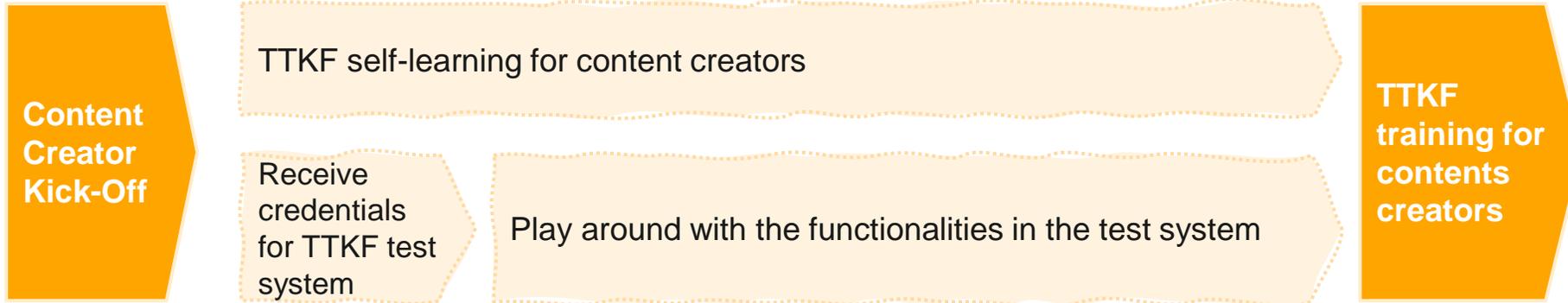
Content  
Creator

Content  
Owner

Quality  
Control

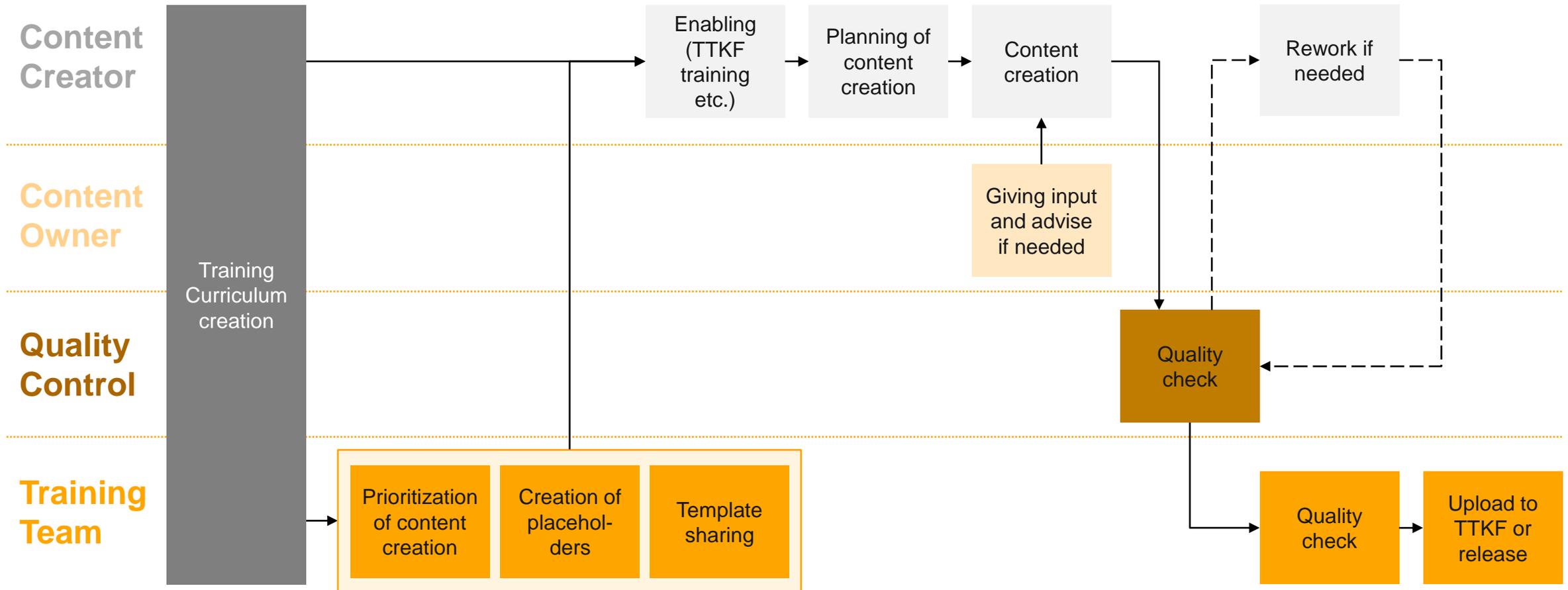
Training  
Team

## Enabling of Content Creators



# Training Approach

## Content Creation Process Flow



# Training Approach

## Lessons Learned



### Be the time radar

- › Help people managing their time
- › Remind people over and over again
- › Avoid prioritization of other topics due to capacity problems



### Communication diligence

- › Dynamic internal and external alignment
- › Address people directly
- › Ensure communication is crystal clear



### Make it as easy as possible

- › People have a lot of other things on their mind
- › Give them a clear guidance and instructions what to do



# Summary

What does it need for a successful implementation of a digital adoption platform?

TTKF\* is the **O**ne and **O**nly source for performance support for all Continental employees in the moment of need.

\*Team Trainer Knowledge Force



# Summary

What does it need for a successful implementation of a digital adoption platform?

- › Eagerness to grow and to achieve goals together as a team.



- › Dedication and a passionate team



- › Endurance, patience and constancy to convince people and to promote the idea.



- › Successful best practice as multiplier.



- › Management Commitment



- › Believe in your vision.



**Ask Your  
Questions**



**Thank You**  
for your attention!



**Continental** 

The Future in Motion



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FOCUS  
ONLINE

8 T/M 12 NOVEMBER 2021

# Bedankt voor je deelname

Bekijk op [www.VNSGFocusOnline.nl](http://www.VNSGFocusOnline.nl) welke sessies er nog meer zijn!



tts  
knowledge  
matters.