NGA Course Catalog

Last Updated: July 2023

NEW GEN ARCHITECTS

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NEW GEN ARCHITECTS

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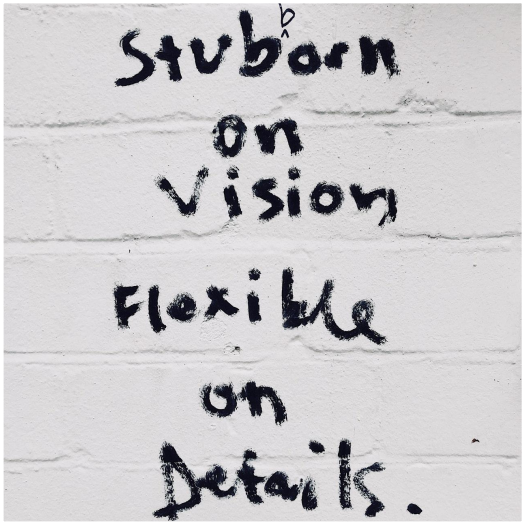
About Us

OUR MISSION



We are business and digital architecture advisors and coaches to organizations seeking to realize ROI from their digital and software investments.

We bridge the gap between business and technology to help companies achieve successful digital transformation.

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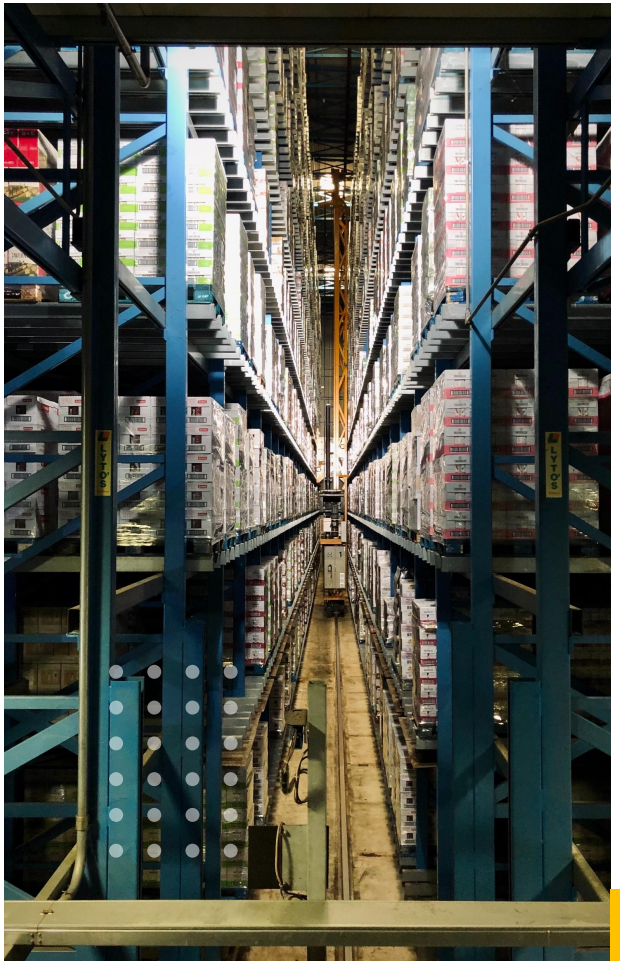

SUPPLY CHAIN TRANSFORMATION DONE RIGHT

ABOUT NEW GEN ARCHITECTS

Studies have shown that most software implementations fail. We help you be part of the few that succeed! We start with supply chain because it is the lifeblood of the organization. We advise clients on their corporate evolution, rooted in business continuity planning.

As a thought partner and facilitator, we set-up clients with a secure foundation and layer in ownership. Our team guides clients on technology tool selection, project management, workforce development and transformation road mapping. We support scalable and efficient supply chain transformation, making us industry change-makers.

EXPERIENCE ACROSS INDUSTRIES

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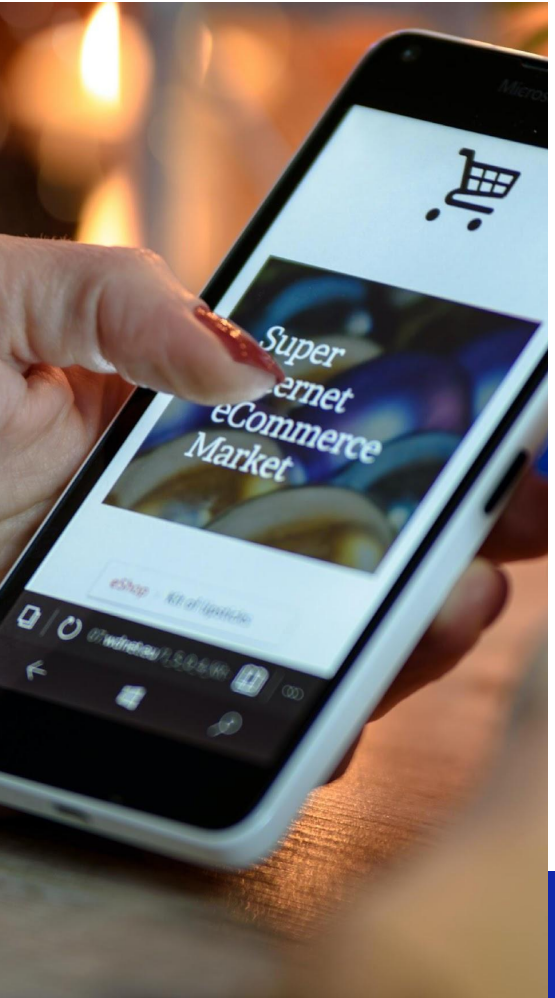
Course Catalog



OVERVIEW

Our courses are designed to provide value as standalone events or as part of a training series for teams. Each course includes 8-10 hours of instructor-led learning and activities and can be delivered virtually or in-person. Courses are designed to be interactive, so the recommended max class size is 8 students/attendees.

Digital Supply Chain and Tool Implementation

10 hours

Learning Objectives

In this course, supply chain leaders and managers at will learn how to leverage digital technologies to improve their supply chain functions. We will focus on traditional and innovative concepts that apply directly to manufacturers and students will walk away with actionable steps they can take to improve supply chain and business performance through the adoption of digital technologies.

Topics and Learning Modules

- Talent and Organizational Structure
- Financial Metrics and KPI's
- Six Sigma and LEAN
- Risk Management & Sustainability
- Cross- Functional Collaboration and S&OP
- Production Management

These modules will cover best practices for:

- Process Optimization, Continuous Improvement, and Quality Control
- Inventory Management and Demand Planning
- Alignment between Sales and Marketing, Finance, Production, Sourcing and Procurement, Logistics and Distributions, and IT departments

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Reskiling and Upskilling Your Workforce for Digital

8 hours

Learning Objectives

Knowledge sharing and training is a critical part of workforce development and is important for user adoption of new tools. But also ensures that organizations realize the full benefits of digitalization and automation like staying competitive, improved decision making, enhanced collaboration, and instilling a culture of innovation and learning.

Topics and Learning Modules

- Training Delivery Methods
- Role KPIs and Accountability
- Knowledge Sharing Platforms
- Gaining Employee Buy-In

These modules will cover best practices for:

- Identifying the individual "why" for employees to ensure their engagement in new trainings and reskilling/upskilling opportunities.
- Identifying skills gaps within the organization and defining and setting clear training/continued learning expectations before, during and after software implementation.
- Creating a culture that promotes continuous learning and rewards employees for acquiring new skills and sharing knowledge with others.
- Tracking employee progress and measuring impact of training programs.

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Program Management for Digital Transformation

8 hours

Learning Objectives

Students will learn about core program and technical program management concepts like: Demand management: Collecting, evaluating, prioritizing, and approving demand, as well as winnowing out nonaligned project or solution ideas

Project/solution management: Monitoring and controlling project and product progress, as well as resources, risks, issues, financials, scope, and quality

Topics and Learning Modules

- Creating a Project Team
- Establishing Goals and Objectives
- Gaining Stakeholder Buy-In
- Aligning the Strategic Vision
- Prioritization and Budgeting
- Post-Implementation Plans

These modules will cover best practices for:

- Refining the business operating model during and after project implementations
- Installing an effective PMO to keep projects on time and on budget
- Gaining and maintaining stakeholder buy-in and engagement
- Risk management and deliverable creation – communicating the value of the program(s)

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Digitally Enabled Sales and Operations Planning

8 hours

Learning Objectives

Operations leaders, sales leaders, and company executives will understand the role they play in effective sales and operations planning and integrated business planning. The technology is only one piece of the puzzle and textbook S&OP is not always possible.

Topics and Learning Modules

- Executive Responsibilities
- Establishing a Process Owner
- Ensuring Data Quality
- Identifying a Single Source of Truth

These modules will cover best practices for:

- Defining and documenting an ideal S&OP process for your organization
- Calculating and monitoring the value of S&OP activities
- Securing engagement between Sales and Marketing, Finance, Production, Sourcing and Procurement, Logistics and Distributions, and IT departments

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Change Leadership and Change Management for Digital Transformation

10 hours

Learning Objectives

This is meant to be an introductory level course to change management and leadership focusing on the perspective from software and hardware technology implementations. Change is inevitable, but what does it look like for the team? How do we convince people that we need this change? We are prepared to make a change, what's the plan? How do we ensure that the change we are undergoing will last?

Topics and Learning Modules

- Leadership's Role in Change
- The Emotional Cycle of Change
- Develop a Change Plan
- Communication and Change
- Tracking and Evaluating Change
- Overcoming Resistance

These modules will cover best practices for:

- Avoiding implementation fatigue
- Ensuring user adoption and execution for new ways of working
- Managing the Emotional Cycle of Change
- Identifying Change Champions and sustaining the gains
- Overcoming the fear of change related to AI and other digital technologies

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Best Practices and How To: Tool Implementation

8 hours

Learning Objectives

Over two-thirds of software implementations fail in that they do not provide the ROI that was expected. Students will learn how to implement software, automation and AI with success using Six Sigma concepts.

Topics and Learning Modules

- Building the Business Case
- Internal Marketing and Awareness
- Documenting the To-Be Process
- Total Cost of Ownership
- Testing and UAT
- PDCA

These modules will cover best practices for:

- Creating a business case and calculate expected ROI for a software implementation
- Communicating business value to decision makers
- Gaining stakeholder and cross-functional buy-in for software implementations
- Determining readiness for software implementations
- Explaining how to follow and create an implementation plan or framework
- Identify and plan for continuous improvement efforts related to software implementations including reskilling and upskilling plans for employees and process improvement

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Readiness Assessment for Digital Transformation

10 hours

Learning Objectives

Digital transformation and modernization is a journey and not a destination. Before embarking on that journey, it is critical to understand the team/company's readiness in order to avoid common pitfalls and missteps related to software and hardware implementations.

Topics and Learning Modules

- Data Readiness
- Stakeholder Buy-In
- Process Definition and Documentation
- Tech Stack, the Cloud, and Integrations
- Aligning the Strategic Vision
- Post-Implementation Plans

These modules will cover best practices for:

- Ensuring the company (workplace and people) are aware and aligned with expectations for before, during and after the digital transformation
- Identifying processes that are ideal for automation
- Creating a roadmap and implementation plan to ensure ROI achievement
- Documenting current and ideal state processes and IT architecture

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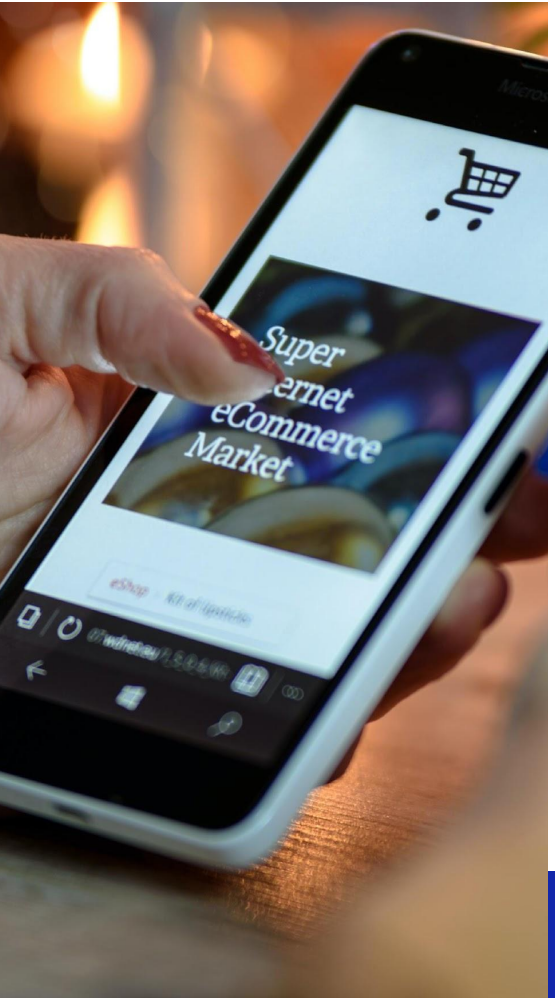
Our Methodology



ADDITIONAL SERVICE OFFERINGS

In addition to digital transformation training, we offer on-site assessments and implementation support in the form of:

- **Process Consultants**
- **Solution Architects**
- **Technical Program and Project Management**
- **System Integration Design and Build**
- **Software Implementation**

We leverage functional knowledge and technical experience to help clients realize their transformational goals by starting with supply chain excellence

Process improvements and technology implementations should be executed with consideration of overall strategic initiatives and the Voice of the Customer

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Sustainable results are more likely to be achieved when the goals of individual and projects and tool implementations align with broader strategic goals and objectives

Implement recommended changes ***with consistency.***

Maximize value of existing people processes and systems.

Technology enables people, but is obsolete without accurate data and streamlined processes

Our approach is designed to sustain improvements and realize expected ROI

PHASE:	Assess	Align	Define	Adopt	Evaluate
SCOPE:	▪ Outline current organizational and departmental process(es) to determine maturity level ▪ Compare current KPI's and performance to industry benchmarks	▪ Conduct gap analysis and work with stakeholders to align on goals for new process(es) ▪ Gain stakeholder buy-in	▪ Map out a new process(es) outlining new requirements for process success: – Tools – Roles / responsibilities – Cadence	▪ Implement new process(es) ▪ Hold pilot if necessary ▪ Conduct knowledge transfer, training and coaching	▪ Continuously evaluate and improve the process(es) ▪ Ensure adherence to new processes
DELIVERABLES:	▪ Process maturity assessment ▪ Benchmarking and Financial analysis	▪ Pain point analysis ▪ Functional and Technical roadmaps	▪ Outlined process(es) ▪ Defined MOS	▪ Training and Knowledge Transfer documentation	▪ Business org owned - No deliverable

CHANGE MANAGEMENT

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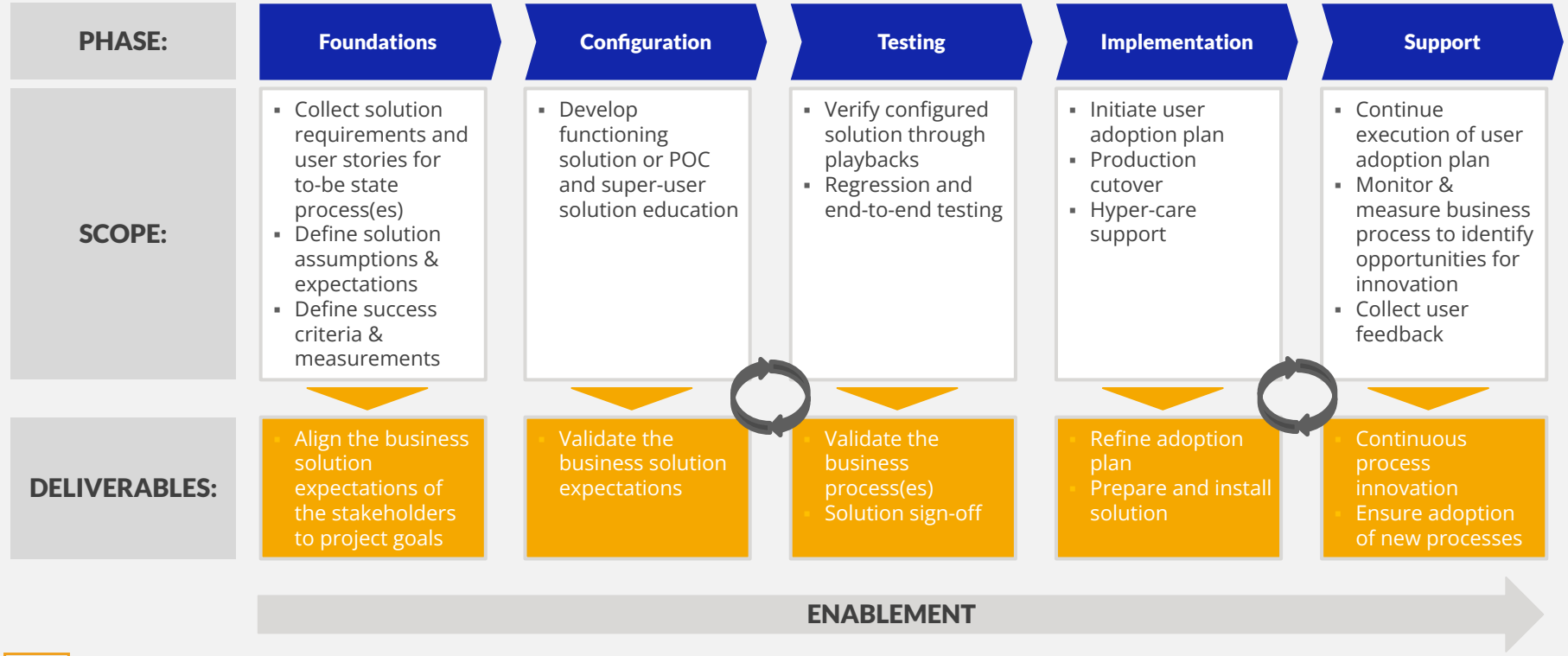
Tool Implementation Framework: Our approach is designed to sustain improvements and realize expected ROI by combining the Agile and Waterfall methodologies



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Humanizing Technology Implementations: Change Management the NGA Way using the ADKAR methodology

Awareness	Desire	Knowledge	Ability	Reinforcement
▪ **Acknowledge and announce the change** to employees well ahead of time ▪ **Explain reasoning behind the change**, including current pain points and potential ROI of new solution ▪ **Give employees an opportunity to ask questions and make suggestions**	▪ **Gauge employees' reactions** to the change ▪ **Identify change champions** ▪ If employees are resistant or indifferent, **address their concerns or show them how the change benefits them personally**	▪ **Provide training** or coaching to show what employees need to do after the change takes place ▪ **Address skill gaps** ▪ **Offer resources**, such as process flowcharts, that employees can reference later	▪ **Schedule practice runs** before the change is fully implemented ▪ **Monitor performance** immediately following the change and provide feedback ▪ **Set reasonable goals** and metrics at the start ▪ **Adjust processes** as necessary (PDCA)	▪ **Monitor the change** over time to ensure it achieves the desired outcome ▪ **Use positive feedback, rewards, and recognition** to encourage employees to keep following the new process

ENABLEMENT ZONE | **ENGAGEMENT ZONE**

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"The most successful transformations enable employees from every corner of the organization to put forward ideas that can improve the focus, process, and execution of initiatives." - McKinsey.com

Financial Investment

Financial Investment and Timeline: Training Courses

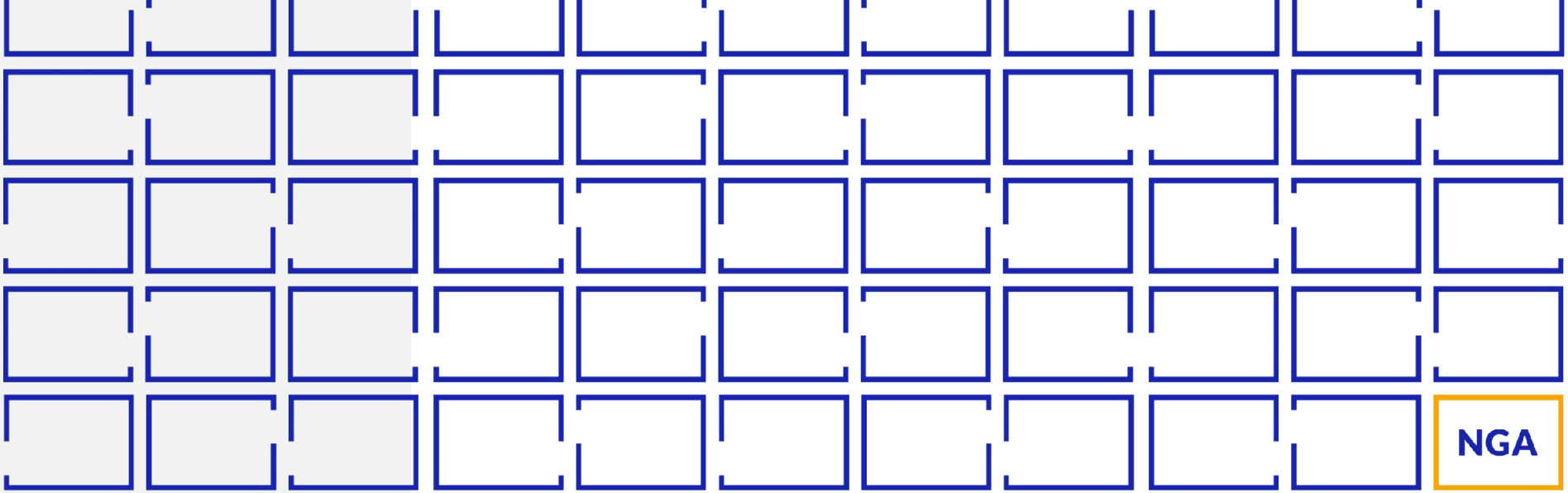
Options	Description	Time Investment	Financial Investment
Option 1	**A la Carte:** Choose individual courses to be delivered based on learning objectives and topics	4 weeks virtually: 2-3 hours per week of instructor-led "class" time and 2 hours per week of independent work **OR** 2 days on-site: 4 hours of instructor-led "class" time each day + real-time "office hours"	**Standard Price: $8,000**
Option 2	**Course Bundle**: Annual "subscription" for all courses in the course catalog. Purchased in a bundle to be delivered within 12 calendar months of purchase. Multiple bundles for concurrently or consecutively delivered courses are available.	To be determined and scheduled with client based on training goals and business needs.	**Standard Price: $55,000**

T&E to be billed separately for on-site delivery. Max 8 attendees. Additional attendees can be added at $850 per attendee up to 20 attendees for A la Carte purchases. ***Virtual courses are not delivered in July, November and December.***

Financial Investment and Timeline: NGA Digital Readiness Assessments and Coaching

Options	Description	Time Investment	Financial Investment
Option 1	**We do it all**: All deliverables as detailed in the Assess and Align phases with recommendations for next steps for Define phase	2 weeks: 1 week full-time on-site. 1 week of documentation and deliverable preparation	**$34,000 per warehouse / plant**
Option 2	**You do it with us**: **Everything in Option 1** + up to 3 client resources, will be coached on how to execute digital implementations and transformations including training topics/sessions from the Digital Supply Chain and Readiness Assessment courses	4 weeks: 1 week full-time on-site. 3 weeks of training, documentation and deliverable preparation	**$48,000 per warehouse / plant**

T&E to be billed separately and not included in assessment cost. Ongoing work to be determined with client leadership based on assessment findings. A $5,000 credit will be applied to any ongoing work.



Thank You

New Gen Architects

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