



PROJECT INFORMATION

Project Title: PM Procedures for Automatic Swinging Doors (Auto Doors)

Project Description: This course is to instruct field technicians how to do Planned Maintenances of automatic swinging doors for AUTO DOORS within North American. The course contains AI voice overs for easier accessibility for technicians using mobile devices, as well as triggers and functions so that each slide has to finish before the "next" button is shown and activated, so that the user cannot bypass information and will hear all of it. JavaScript is used to pull the user's first name from the LMS (Learning Management System), and enters it into the course to make it more personal for each user. In a non-LMS environment, the user is asked to enter their first name to personalize the course. The course's final test of 10 questions pulls from a question bank of 12 questions, which randomly pulls the questions used so that no two attempts are exactly the same. The player for the course contains downloadable resources, as well as a full-screen icon for easier viewing on the user's device, and a way to control the course's voice over volume.

PROBLEMS TO BE SOLVED

Many field technicians lacked a consistent understanding of the correct procedures for performing preventive maintenance on automatic swinging doors. As a result, equipment failures increased, leading to customer dissatisfaction, business disruptions, and lost revenue for clients who depended on reliable door operation.

Although maintenance information was available on technicians' mobile devices, engagement was low due to small text sizes and poor mobile usability. Additionally, critical procedures were scattered across multiple resources, forcing technicians to spend valuable time searching for information and increasing the likelihood of errors and inconsistent maintenance practices..



SOLUTIONS

To improve accessibility and knowledge retention, I consolidated all maintenance procedures and reference materials into a single, centralized learning experience. Recognizing that technicians often accessed training on mobile devices in the field, I incorporated AI-generated voiceovers to deliver content audibly, reducing the need to read lengthy text on smaller screens.

To ensure meaningful engagement with the training, I implemented completion-based navigation using triggers within Articulate Storyline. Learners were required to view and listen to all course content before progressing, addressing a common challenge where technicians attempted assessments without first reviewing the instructional material.

To further enhance learner engagement, I personalized the experience by using JavaScript to retrieve each learner's first name directly from the Learning Management System (LMS) and dynamically display it throughout the course. For environments without LMS integration, learners are prompted to enter their name on the introductory screen, enabling the same personalized experience regardless of delivery platform.

BUSINESS GOALS

Business Goal 1: Reduce Automatic Door Failures and Service Callbacks

By providing technicians with a centralized, accessible, and standardized maintenance training program, the company improved the consistency and quality of preventive maintenance performed in the field. This helped reduce equipment failures, minimize unplanned service calls, and increase the reliability of automatic door systems for customers.

Business Goal 2: Improve Customer Satisfaction and Protect Customer Revenue

By ensuring technicians fully understood and followed proper maintenance procedures, customers experienced fewer door malfunctions and business disruptions. Improved door uptime enhanced the customer experience, reduced lost revenue caused by equipment downtime, and strengthened customer confidence in the company's products and service offerings.



ROLES & RESPONSIBILITIES

eLearning Designer/Development: Carlos Guerra

Project Stakeholder(s): Assa Abloy

(Company name changed to Auto Doors for my portfolio)

Subject Matter Expert(s): Scott Kalman, David Timmerman

PROJECT DELIVERABLES

eLearning Target Audience: Field Technicians within North America

Learning Objectives: Define & perform a Planned Maintenance Procedure for Automatic Swinging Doors

Description of Deliverables: Course uploaded to the company's LMS

IMPLEMENTATION & MEASUREMENT

Project Risks / Constraints: I could not control if every technician went through the course even though it was assigned to everyone.

Measurement(s) of Success: Happier customers using automatic swinging doors

Implementation: Added to each North American technicians' eLearning on the LMS, also added to the first 90 days of newly hired field technicians.