amazon | disprz

how Amazon is driving continuous innovation at scale using Disprz

As the world's largest ecommerce company, **operational excellence is central to continual high-speed growth**. From an operations perspective, this means strong engagement of the front line – the hundreds of thousands of delivery associates who need to be job-ready to meet ever-increasing demand for products. From a learning perspective, it means an **equally scalable, mobile-first and agile learning platform that truly serves to champion the frontline.**

Impetus for change

Amazon's learning strategy hinges on **cultivating a culture of continuous learning at scale** but their learning technology solution did not support this.

Challenge #1

Delivering high-quality effective learning experiences rapidly and at scale to frontline employees to ensure continuous improvement

Platform flexibility that adapts to organisation's requirements with the capability to iterate and innovate to meet business goals

The Disprz solution

Fortunately, Disprz had been building for this moment at a worldwide scale. disrpz worked closely with Amazon to understand their challenges and aligned technology to support the core business objectives and frontline needs.

Disprz provided a **mobile-first, scalable, automated and flexible** solution that opened the floodgates to productivity, boosted efficiency and reduced costs. Through it's **Frontline Enablement Solution,** Disprz empowered their delivery associates with **effective onboarding and continuous learning in the flow of work**. Furthermore, it tracked rigorous metrics to ensure that learning is impactful.

Disprz's success in one country has made it a mainstay in major markets for Amazon, leading to a growing presence in 16 countries with over 250K users globally.
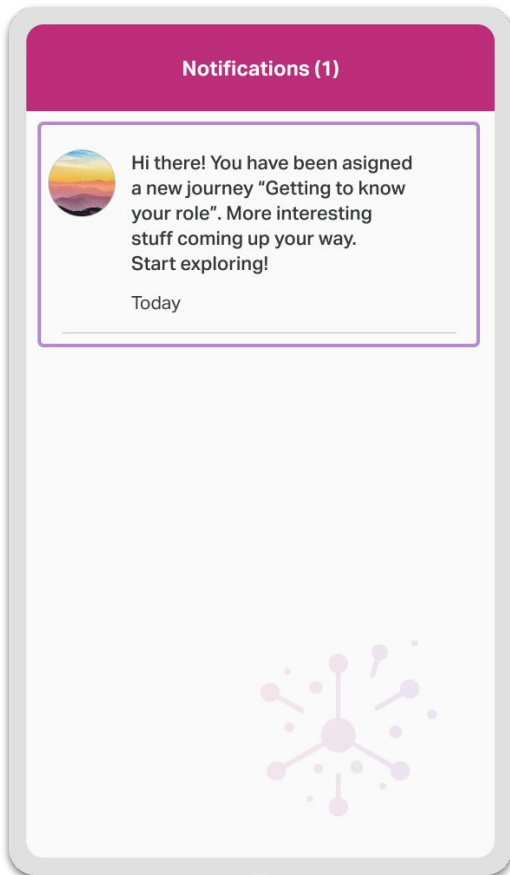
16 countries　　　　**250K+ Users**
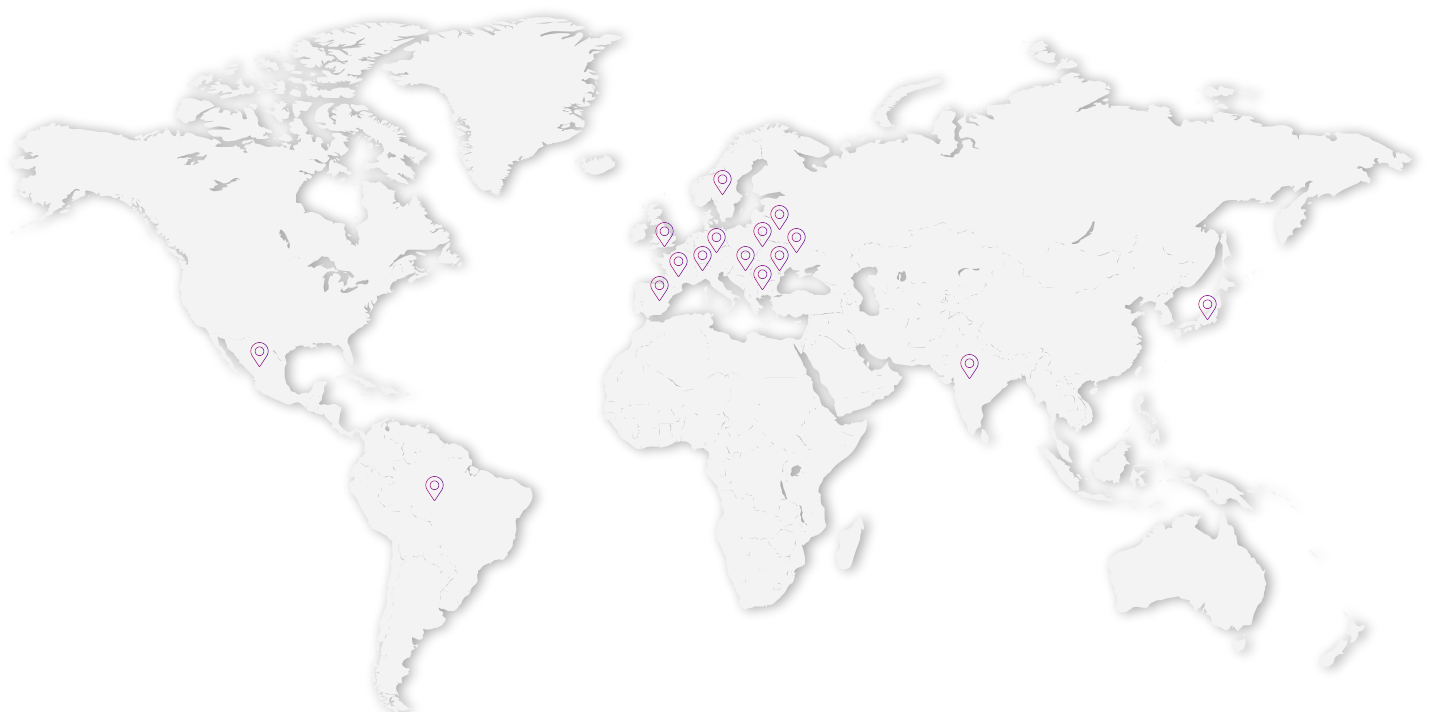
Frontline Enablement Solution

Built to address the unique learning needs of the distributed frontline workforce and keep them job ready always.

Notifications (1)

Hi there! You have been asigned a new journey "Getting to know your role". More interesting stuff coming up your way. Start exploring!
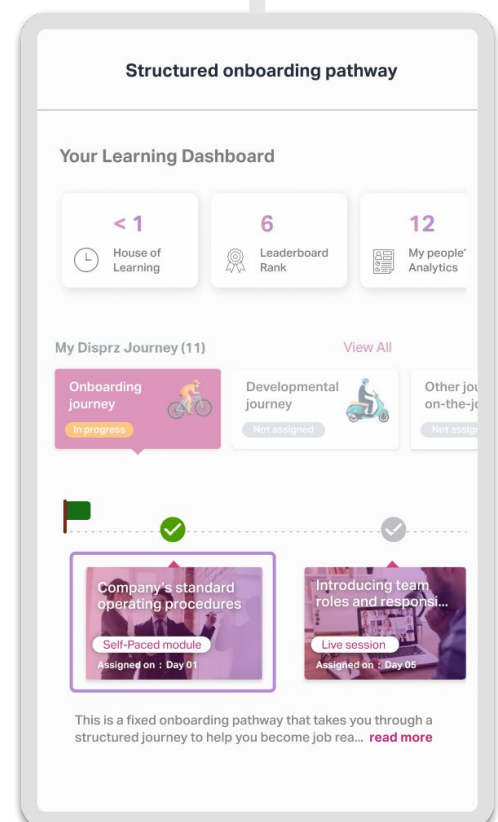
Today

Kickstart onboarding with in-app notifications

Notifications in the app leads new users to the onboarding journey experience with well-strategized onboarding workflows and information in just a click.

Structured onboarding workflows

Structured workflows are automatically assigned to newly onboarded users. The platform allows the ability to design 30-60-90 day onboarding workflows in diverse content formats aimed to reduce time-to-productivity and attrition.

Structured onboarding pathway

Your Learning Dashboard

| < 1 House of Learning | 6 Leaderboard Rank | 12 My people' Analytics |

My Disprz Journey (11)   View All

- Onboarding journey — In progress
- Developmental journey — Not assigned
- Other jou on-the-j — Not assig

- Company's standard operating procedures — Self-Paced module — Assigned on : Day 01
- Introducing team roles and responsi... — Live session — Assigned on : Day 05

This is a fixed onboarding pathway that takes you through a structured journey to help you become job rea... **read more**

Learning experience in diverse formats

Level up learning by blending virtual and physical classroom sessions. Create and curate diverse bite-sized content nuggets to make learning all the more interesting:

Documents -

Video -

Live Webinar -

Multilingual flashcards -

Classroom sessions -

Gamified training -

On-the-job training -

Buddy/Manager Coaching -

Company's standard operating procedures

In Progress   30%   Assigned on : Day 01
                                                        1 day ago

About the Module

This modules takes you through the different procedures that'll help you accomplish your tasks in the most efficient way possible.

Activities

Flash Cards	3 Cards | 6 Minutes	View
Documents / Slides	10 Pages | 20 Minutes	View
Videos	00:31 Runtime | 1 Minutes	View

Flachcards

English ︿

Hindi

Spanish

Portuguese

Bahasa

View 20 more

THI
PRO
GU

○ Get all the requirements from your team member

○ Mention all the details as in the previous flashcard

○ Check all the details to ensure all information

next

Multilingual Platform

Users can see content in the language of their preference and trainers can upload content in different languages. Providing training in multiple languages fuels learner engagement and productivity.

On-the-job assessments

Assessment Fundamentals of your role ⌄

1. Monitoring and reporting facility condition is your top priority.
(Select the answer that suits better)

| Disagree | Neutral | Agree | Strongly agree |

2. What are the details to be included in the delivery note?
(Check all that applies)

- ☐ Date of issue and Date of delivery of the goods
- ☐ Description of the goods contained in the order
- ☐ The quantity of each type of goods
- ☐ Signature of the appropriate issuing person
- ☑ All the above stated points

3. You can process the request before issuing a delivery note.
(Select the answer that applies)

| Yes | No |

Assess the translation of concepts to understand potential

Conduct regular assessments to ascertain the potential of the employees and better understand knowledge & skill gaps through:
- Subjective assessments
- Graded assessments
- Objective-type assessments
- Proctored assessments

Auto-assign modules based on KPI scores

Make informed decisions with real-time translation of learning outcome to work behaviour that links back to business outcomes.

Add KPI metrics

Select Periodicity | Select Metric | ☑ Assign Coaching if

Weekly ⌄ | Bad Scans ⌄ | greater than ⌄ | 20 % ⌄ | of target | 5

☑ Set As Primary Metric
☑ Enable coaching if target not met

Coaching Presets : **View Primary Coaching Set (6)**

Select Periodicity | Select Metric | ☑ Assign Coaching if

Quarterly ⌄ | Courteous ⌄ | 🟡 Novice ⌄

☐ Set As Primary Metric

Coaching Presets : **View Primary Coaching Set (6)**

KPI-based coaching

KPI based coaching on both quantitative and qualitative metrics from trainer is available on the platform. Additionally, assign relevant content tied to KPI metrics with a single click and trigger a notification to the learner for development.

KPI-led Coaching

Helene
Assistant Manager | Singapore

KPI : 6.8

Need to be coached on?

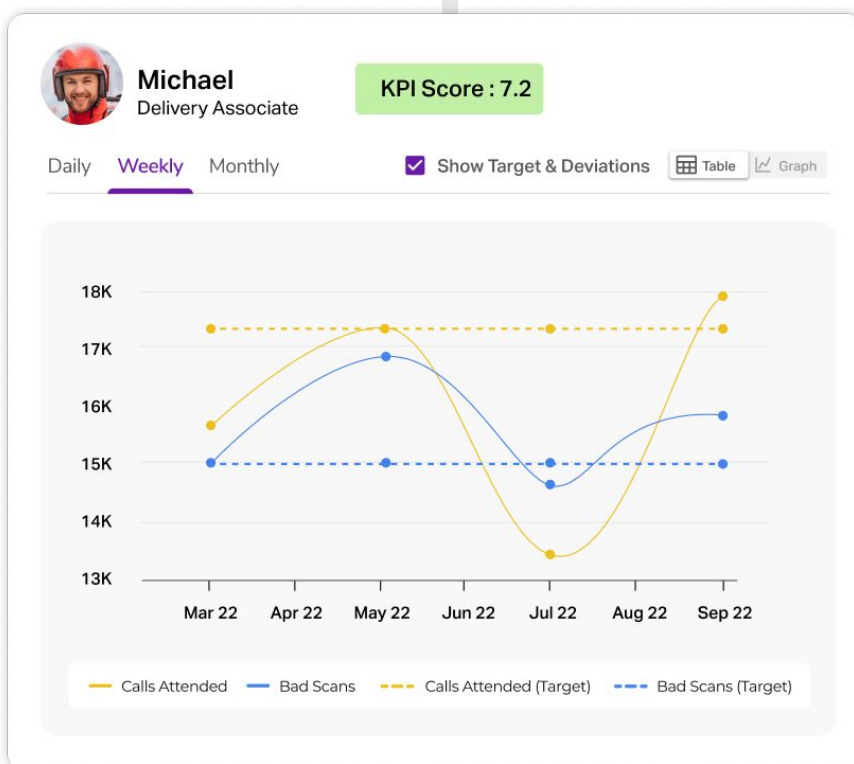Procedures ▼   Coaching History

Strength   Opportunities   **Feedback**

Add a written review:

Add a video or audio review:

Submit

Michael
Delivery Associate

KPI Score : 7.2

Daily   **Weekly**   Monthly   ☑ Show Target & Deviations   ⊞ Table   ⌇ Graph

18K
17K
16K
15K
14K
13K

Mar 22   Apr 22   May 22   Jun 22   Jul 22   Aug 22   Sep 22

— Calls Attended   — Bad Scans   --- Calls Attended (Target)   --- Bad Scans (Target)

Understand employee productivity, link it to business

Trainers/Managers can make informed decisions with real-time translation of learning outcome to work behaviour that links back to business outcomes.

Business Impact

Reliable scalability

As an ecommerce company, Amazon has to be adept at managing seasonality i.e. demand for products increases dramatically within a short period of time. To ensure learning could scale with demand, Disprz architected a scalable app with the ability to **concurrently handle over 100K users on a daily basis**

Better skill development

Disprz enabled learning in the flow of work with it's easy-to-use, engaging app and this resulted in **98% content completion rate** across all users.
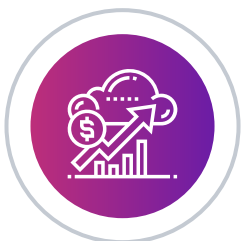
Higher productivity

Frontline employees are faced with many questions that need answers real-time. Through KPI linked daily knowledge dissemination provided by the Disprz platform frontline employees felt more prepared which lead to a **3% improvement in KPIs** (reduction of false deliveries and invalid scans).

Multilingual training driving engagement

The frontline workforce is a diverse workforce. Removing language barriers is critical to frontline engagement. Disprz solution is deployed in **9 different languages** in one region alone.

Revenue maximisation

Through operational efficiency in onboarding (reducing time to productivity) and training (on-demand relevant content dissemination), Disprz contributes to annual cost savings of **$6+ million.**

disprz