



# Domino's e-learning and online LMS strategy successfully educating over 11,000 employees

Domino's has injected their e-learning software and learning and development plan into their company culture with great success. Domino's is able to communicate with, and train, all 11,000 plus employees effectively throughout their hundreds of locations. The Domino's team are also tracking training completion rates through automated reports never before seen in business.

Below is a recent interview conducted with Domino's on how they successfully implemented their e-learning software and online learning management system (LMS) into their culture.

## **How much time did it take you and your team to launch your online training courses with your online provider?**

It took our team approximately 4 weeks once we had finalized the contract with our provider. World Manager® was extremely helpful in getting our e-learning software live within Dotti in the corporate cloud.

### **How beneficial has online learning and development been for your team using your online training software?**

We find using the e-learning software tool to be very valuable. This process gives us the ability to communicate and educate all employees in all levels and locations. We are able to reach all employees in either franchises or corporate.

### **How do you use the performance monitor of the online training software?**

We named our learning management system Dotti. We use Dotti's automated stats and reports functionality. We have created certain reports which highlight the information that we use the most.

### **What has been the feedback from your team regarding how to create online training using Dotti?**

Our e-learning software is now part of the culture in Domino's. Franchisees and Operations managers have always commented that the tool makes training new employees very easy. They find it extremely beneficial to train employees by teaching theory through our Dotti online training portal prior to going directly into the field.

### **How do you inform your team that new training and e-learning needs to be completed in Dotti?**

We usually inform the team and all the stores using Dotti's noticeboard tool.

### **What are the main benefits to the training team in delivering your learning and development training through the platform?**

Providing training through the platform allows us to compare training completion rates across the system therefore providing a tool to benchmark performance.

### **On average, how long does it take you to create an online training test?**

The e-learning software tool is very easy to use. Once the material is written, uploading the content is a quick process. It might take approximately 1-8 hours to upload the content depending on the nature of the content.

### **Do you use videos in your training? If so what do you see is the advantage of video training?**

We realize this is an amazing option for training. However we are concerned about the broadband of the stores therefore we use other types of training materials that are still very useful and really interactive.

### **Is online training effective? And have you found it easier to keep track of training and compliance with World Manager®?**

Yes we definitely find it easier for tracking. We have our own method of reporting using Dotti's stats and reports tool.

### **What advice would you give to other users that are about to launch the tool?**

Some useful suggestions we might offer:

- Set up location and employee levels correctly from the initial stage
- Really understand what the World Manager® online corporate training suite can offer
- Design your training materials clearly offline and then upload into the platform
- Determine methods to manage version controls