



LYONDELLBASELL

CENTRALIZING PROCESSES TO IMPROVE LEARNING AND DEVELOPMENT

QUICK FACTS

Industry

Chemicals

Revenue

US\$45 billion

Employees

17,000

Headquarters

Rotterdam, The Netherlands

Web Site

www.lyondellbasell.com

SAP® Solution and Services

SAP® Learning Solution

Through the work of its 17,000 employees in plants worldwide, LyondellBasell Industries is one of the world's largest polymers, petrochemicals, and fuels companies. To develop and retain talent, LyondellBasell standardized the company's learning and development processes for its employees. The company selected SAP® Learning Solution to automate these processes. In total, the company implemented SAP Learning Solution in more than 25 manufacturing sites throughout the United States, Netherlands, and France.

Key Challenges

- Centralize manufacturing certification and reporting processes rather than rely on local reporting
- Consolidate e-learning materials to improve training efficiency
- Track employee certification and participation in training programs
- Establish an Internet-based enrollment tool

Implementation Best Practices

- Gain executive-level support
- Leverage in-house expertise to maximize knowledge gain
- Perfect a rollout approach; then duplicate the process
- Build excitement about changes
- Get involvement from all levels of the organization

Financial and Strategic Benefits

- Greater talent retention through an improved employee development program
- Flexibility to quickly offer hundreds of training courses worldwide
- Enhanced ability to track training expenses for European subsidy program
- Consolidation of training materials and reduction of maintenance costs
- Decrease in administrative burden
- More-efficient knowledge transfer
- Reduction in training costs

Why SAP Was Selected

- Provides needed functionality to support future talent management programs
- Leverages investment in the SAP® ERP Human Capital Management solution

Low Total Cost of Ownership

- Expansion of training program without additional investment
- Use of in-house experts to minimize implementation expense and maximize autonomy
- Leveraging of current investment in SAP software and its integration functionality

Operational Benefits

- Allows employees to manage their learning through a personalized learning environment
- Provides a global system of record for regulatory compliance and all learning and development courses
- Automates regulatory compliance covering employee certification
- Provides greater availability of employee competency development
- Positions the company to leverage future talent management functionality



“The use of SAP Learning Solution has provided a common platform to drive best practices in the areas of regulatory training, engineering development, and our certification and recertification processes required in our operational excellence standards.”

Gary Jones, Senior Corporate Global Quality Manager, LyondellBasell Industries

Developing Employees and Tracking Certification

“In our manufacturing facilities, we value flawless execution and the safety of our people. By implementing SAP Learning Solution in more than 24 locations in the United States, Netherlands, and France, we are able to provide standardized quality learning for our employees to improve their skills and knowledge. The systems and processes are also highly scalable for future growth,” says Gary Jones, senior corporate global quality manager at LyondellBasell Industries.

LyondellBasell wanted to reengineer its training program by consolidating 24 separate software instances into one centralized training program with e-learning courses accessed via portals. The company also wanted to improve its ability to track and report on training program participation. “To support our manufacturing objective to provide quality safety and regulatory training for our employees, we centralized the training master-record reporting processes rather than place the burden on the plants to report locally,” explains Jeff Farney, HR information services manager.

The company selected SAP® Learning Solution to meet its needs. “We prepared a business case, and it made sense. We could leverage our existing investment in SAP software and do a better job of developing our people,” Farney explains.

Using In-House Talent

In-house staff from IT, HR, and manufacturing performed the implementations. “The only outside help we had was through the SAP Consulting organization, which held some initial workshops on the software. We like to look to the experts to get started but then dedicate our own resources since they’ll be the ones supporting the software,” Farney adds.

With one global instance of SAP Learning Solution, the company first rolled out corporate-wide training programs for organizational development, diversity and inclusion, and presentation skills. Next, it focused on training for the company’s manufacturing personnel, rolling out SAP Learning Solution plant by plant.

“We built a lot of excitement about the training program and demonstrated its value. Then we worked closely with our manufacturing colleagues to establish an implementation schedule based on plant availability, put together an implementation plan and a change management plan, and stayed ahead of schedule to create a lot of anticipation,” explains Michael Fischer, LyondellBasell’s vice president of organizational development and talent management.

SAP Learning Solution needed to be configured to meet a diverse set of training requirements. “It is clear that the software is based on best practices, and this triggered our design work. I found the func-

tionality options to be intuitive, and the software was able to meet our training requirements,” explains Lisa Jayne, implementation project lead at LyondellBasell.

Starting with a small plant, the company perfected its rollout technique. Over the course of 16 months, SAP Learning Solution was rolled out to all 24 U.S. manufacturing sites as well as two plants in the Netherlands and one plant in France. In addition, the team reduced the 3,500 e-learning training modules to less than 100 by reviewing each module and selecting the most effective training methods. This approach has resulted in material with better content, as well as savings of time and money.

The company has uploaded current-year course offerings and employee training records and information. Now, when it is necessary to provide training records or document training expenses for European subsidies, the data is available on an enterprise-wide basis through a single database.

Looking Ahead

With its centralized training program in place, LyondellBasell can focus on developing its global talent management strategy. “SAP Learning Solution has become our tool of choice to drive an institutional learning and development process across the company,” Fischer concludes.

50 093 508 (09/02) Printed in USA.

©2009 by SAP AG.

All rights reserved. SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP Business ByDesign, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects S.A. in the United States and in other countries. Business Objects is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies (“SAP Group”) for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.