

Introduction to end-user training



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The logo for OPTIMAI features the word "OPTIMAI" in a bold, white, sans-serif font. A green checkmark is integrated into the letter "I".

OPTIMAI

Outline

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What is end-user training?

› Let's start by clearly defining *end user*:



› End users are those who actually use a particular product or service.



› End users typically include employees, customers and partners who may be operators, technicians, engineers, managers and more.

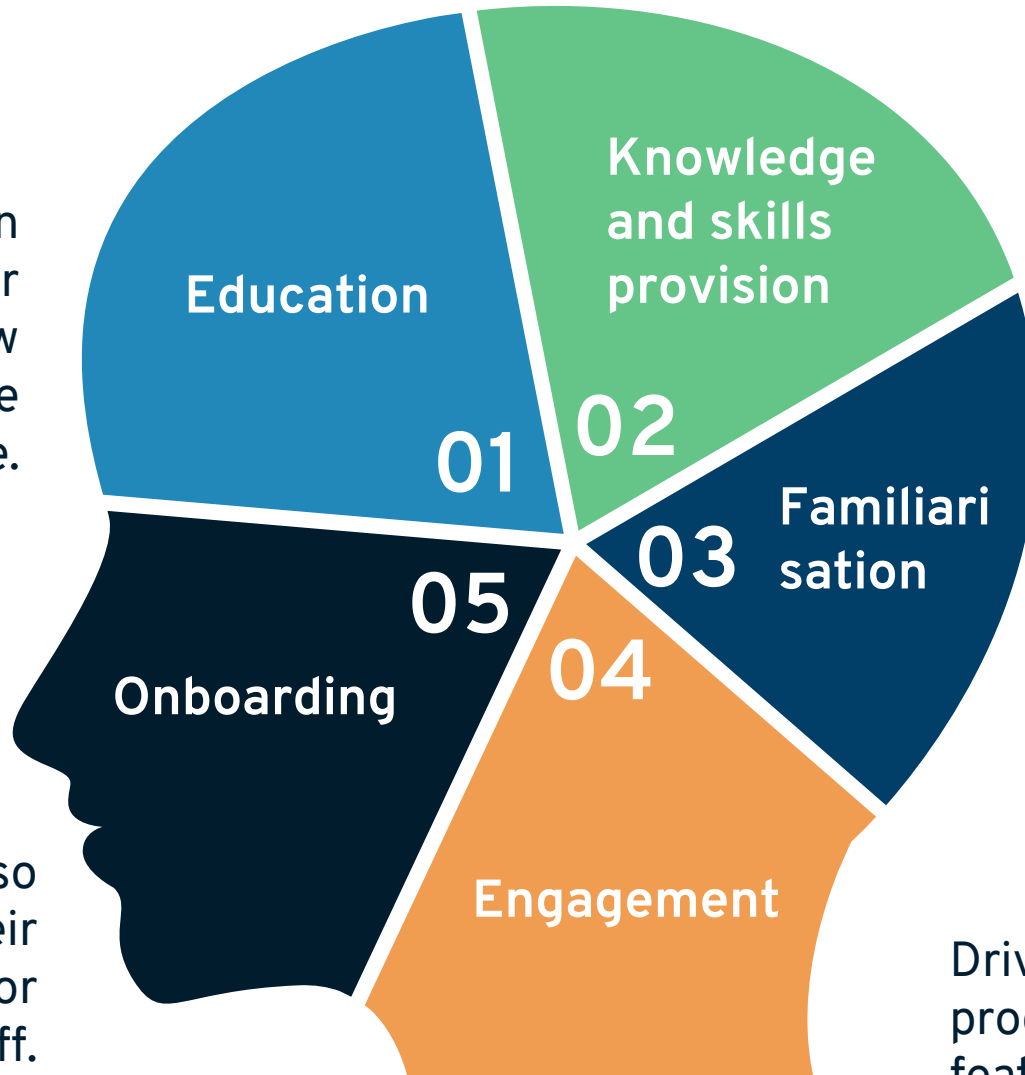


› During the piloting phase in OPTIMAI, staff at KLEEMANN, TELEVES and MICROCHIP constitute the end users.



What is end-user training?

Educates users on what particular tools offers and how they can maximise their usage.



Provides users with the necessary knowledge and skills to successfully use a product or service

Familiarises and gets users up to speed with tools and processes so they can function better and faster.

Organisations can also use it as part of their onboarding process for new staff.

Drives engagement with the product or service and its features.

Why is end-user training important?

- 1 › It helps you see the advantages of a product and how the product can help you.
- 2 › You are less likely to appreciate a tool if you are left alone to figure out how to use it. You are likely to abandon the tool when you face a problem with it or consider it too complex. Proper end-user training helps to avoid such problems.
- 3 › It encourages engagement with the tool, and it helps you get support faster, which makes you more likely to be satisfied with the tool.
- 4 › This in turn makes you want to invest time and resources in using the tool to meet your needs.
- 5 › It bridges the gap between a one-time trial and actual continued usage.

What is included in the training catalogue?

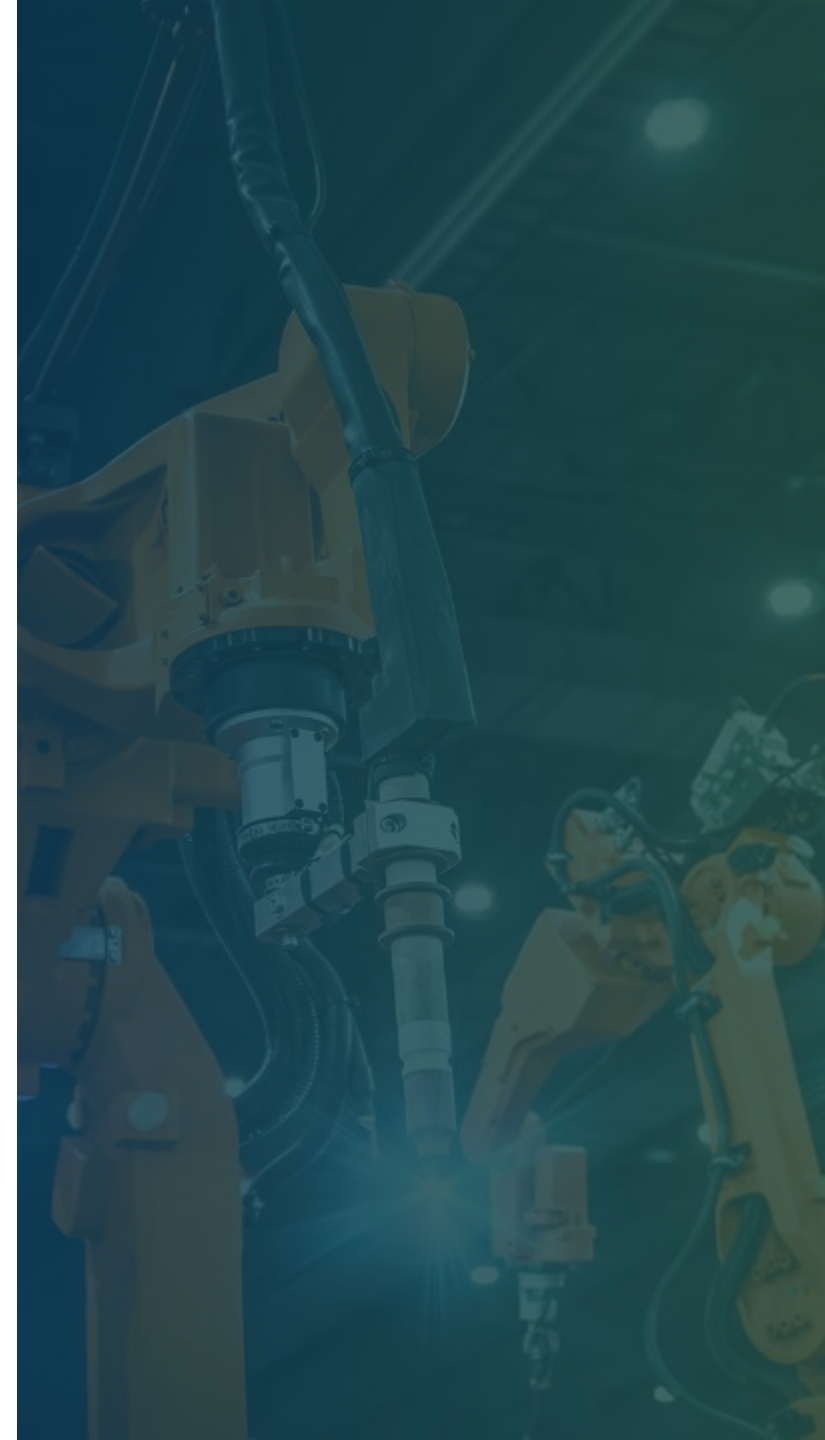
- › The OPTIMAI training material constitutes a modular training programme
- › Each module contains a brief summary of the topics it covers with learning materials included. These consist of instructional presentations, quick guides, step-by-step walkthroughs, infographics, screen recordings, videos, and instructor guides.
- › For users who plan to train others in their organisation, a separate module on training the trainer is included.
- › The learning approach is blended, offering modules to be followed at one's own pace, and allowing for in-person and virtual training activities.



What is included in the training catalogue?

› Modules included:

1. Introduction to end-user training
2. Augmented Reality Glasses
3. Augmented Reality Interface
4. Data Protection
5. Decision Support System for the Shopfloor
6. EyeVision & the Multisensorial Data Acquisition Network
7. Hand gesture vocabulary
8. Intelligent Marketplace
9. Basic use of metrology tools
10. Quality Information Framework
11. Raising Awareness of Ethical Principles
12. Sensor Installation
13. Train-the-Trainer Guide
14. Virtualization and Simulation
15. Worker-focused legal aspects



What are the learning objectives?

- › The overarching objectives include:
 - › Introducing you as an end user to the OPTIMAI concept
 - › Training you in the use of the OPTIMAI tools
 - › Ensuring that you understand how the system works, how to interact with the technology and how you fit into the broader picture of responsible, technology-driven production optimisation.
- › After having completed a particular training module, you will be able to:
 - › Use the basic functions of the tools you have familiarised yourself with
 - › Achieve independence in terms of navigating relevant tools
 - › Help others who may be unfamiliar with the tools
 - › Develop an understanding of your rights, health and safety processes etc.
- › Your exact learning objectives will depend on whether you are an operator, technician, engineer, manager or another type of actor who will be using the OPTIMAI tools.
- › You may also be an external stakeholder from the Industry 4.0 domain with an interest in the OPTIMAI solutions. If so, your learning objectives are likely to be of a more explorative nature.
- § Let's get started!

The logo for OPTIMAI, featuring a stylized 'O' with a circular arrow inside, followed by the letters 'OPTIMAI' in a bold, sans-serif font. The letters 'M', 'I', and 'A' are highlighted with a green-to-blue gradient.

OPTIMAI

Thank you!

For more information, see
<https://optimai.eu/optimai-training-catalogue/>



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