



POST-GO-LIVE WMS TRAINING HEALTH CHECK

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A quick self-assessment to identify where warehouse training tends to break down after go-live.

Use this checklist to evaluate whether your team's WMS training is supporting long-term adoption or quietly limiting ROI.

Ownership & Accountability:

- Is there a clearly defined owner for post-go-live training and enablement?
- Is ongoing training planned beyond the initial implementation phase?
- Are training needs reviewed regularly, not just when issues arise?

New Hire Onboarding:

- Do new hires receive structured WMS training beyond shadowing experienced users?
- Is onboarding consistent across shifts, roles, and locations?
- Are new employees trained on why workflows exist, not just which buttons to press?

Role-Based Enablement:

- Are supervisors trained differently than floor-level users?
- Do managers understand how to use dashboards, reports, and system insights?
- Are advanced workflows introduced progressively as the team matures?

Knowledge Retention & Documentation:

- Is WMS documentation current, accessible, and easy to find?
- Are standard operating procedures documented and regularly updated?
- Is critical system knowledge spread across the team instead of living with one or two individuals?

Post-Go-Live Optimization:

- Is there a defined plan to move beyond basic scanning and transactions?
- Are features deferred during Phase 1 revisited intentionally later?
- Is training used to support process improvement, not just problem resolution?

Continuous Improvement:

- Are refresher trainings provided after turnover, system changes, or process updates?
- Are user questions and recurring issues tracked to inform future training?
- Does training evolve alongside operational growth and complexity?

Results & Reflection

- Mostly checked: Training is likely supporting long-term adoption and operational maturity.
- Several unchecked: Training may be limiting system value and increasing operational risk.
- Mostly unchecked: Training has likely stalled at go-live and needs structured re-engagement.

Final Thought

Stability after go-live doesn't mean adoption is complete.

The strongest warehouse teams treat training as an ongoing capability — not a one-time event — and plan intentionally for what comes next.

This checklist is intended as a practical starting point for warehouse and distribution teams evaluating post-go-live WMS training.