

**SIZE DOESN'T  
REALLY MATTER**

Meet STIHL Australia's Digital Workplace

**TheShed**

***STIHL***®

**STIHL**<sup>®</sup>

**EASE PEOPLE'S  
WORK**





# The Shed



**STIHL**<sup>®</sup>

# STIHL AUSTRALIA

- Family Owned
- 5th Largest Subsidiary in the Group
- Import & Distribute
- 450+ Dealer Network
- Less than 100 Staff Nationally
- Mobile Workforce
- 3 Distribution Centres



# THE JOURNEY

**STIHL**<sup>®</sup>





# LIFE BEFORE **TheShed**

- ✗ Dispersed workforce
- ✗ Poor Communication
- ✗ Disparate systems
- ✗ Duplication of data (170GB of 500GB)
- ✗ Little or no access to data
- ✗ Siloed departments
- ✗ 25% of workforce retiring imminently



# **METAMORPHOSE INTO A DIGITAL WORKPLACE**





# **SLOW AND STEADY WINS THE RACE**



## **OUR ROADMAP**

- Communication & Engagement
- Document Management / Knowledge Management
- Sales led focus

**NOT A BIG BANG APPROACH**

# MD BLOG

## Radin's Rant



### Garden Show & Farm Wor...

April 05, 2017

Hello AllA big congratulations and thank you goes out to all involved in the Melbourne International Flower Show & Farm World held last week and over the weekend.Both events required significant teamwork, commitment, and well and truly...

[View All](#)



# PEOPLE SEARCH



# FORMS & WORK FLOWS



**STIHL**<sup>®</sup>

**EMPLOYEE  
OF THE MONTH**

Does the person you're nominating demonstrate one or all of the FIVE Es?



**1**  
**Extra**

Do they spend extra time on deliverables or projects to produce the right quality or bring added value, or take on extra responsibility to help the team to deliver?

**2**  
**Effort**

Do they contribute a level of personal effort beyond what is required or requested to contribute greater benefit for the team or the company?

**3**  
**Exceptional**

Do they make an exceptional contribution, or exhibit exceptional behaviour that has a positive impact or results in a great (internal or customer) experience?

**4**  
**Extraordinary**

Have they made any extraordinary or an above and beyond contribution that has helped the team, the organisation, or the customer?

**5**  
**Expectations**

Have they gone beyond what is expected of them, have they paved new ground or volunteered to take on responsibility for the greater good?

Employee Nominated:

The reasons I would like to nominate this employee for an 'Employee of the Month' award are as follows:



# EXTERNAL LINKS

## External Links



Strat&Go Business Planner



Strat&Go Business Analyzer



Navision



Melbourne Carousel

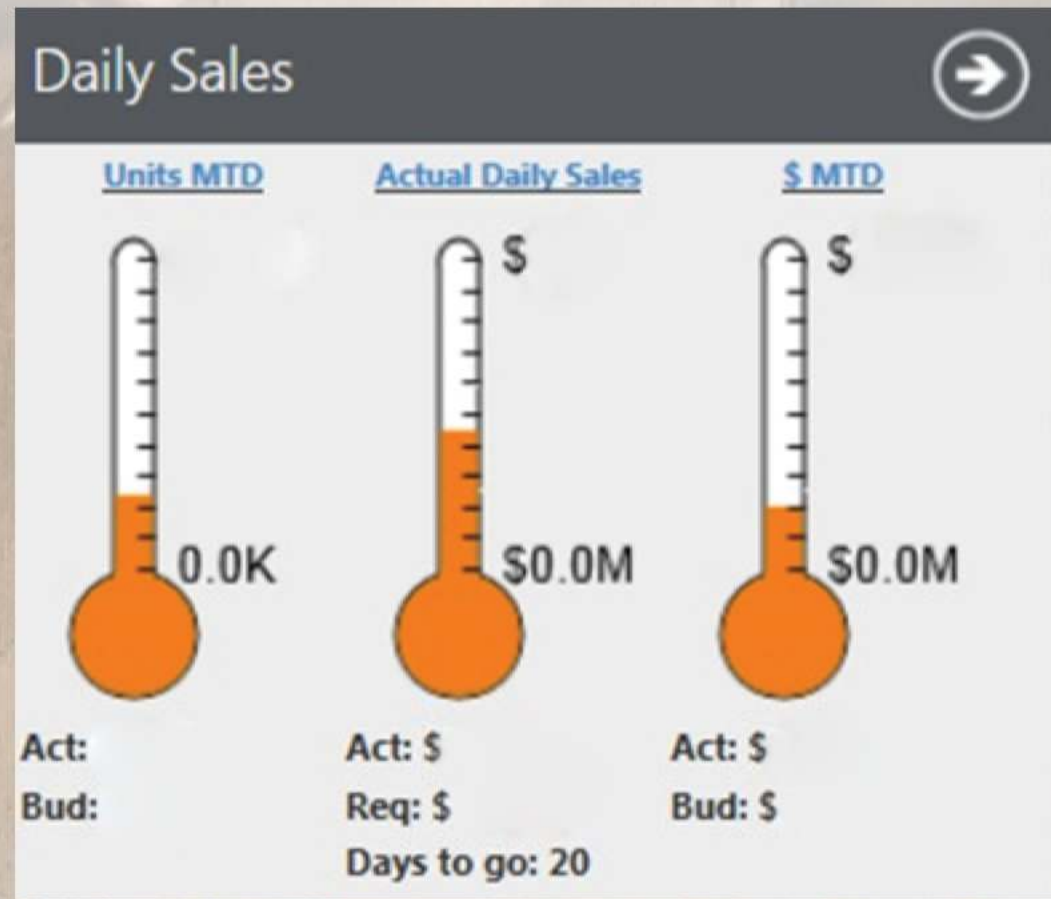


Brisbane Carousel




Perth Carousel


# DAILY SALES







# SOCIAL

 **Andrew Dawson**  
Trevor and Adam had a chance to test two of our soon to be released chainsaws in our testing backyard, both saws impressed the experienced chainsaw operators, with Adam saying the MS 462 C-M will be a game changer. Both saws will be shipped of to different parts of Australia for extensive testing. #Testing #chainsaw #MS462C-M #fourbackyard





👍 Jorge Nogueira, Charles Dubois, and 19 others like this.  
11 April Like Reply Follow #chainsaw ...

 **Therese Chakour-West**  
#MENofSTIHL  
12 April 🗨️ 1 Like Follow #MENofSTIHL ...


 **Andrew Dawson** Men and Adam!  
12 April 🗨️ 1 Like ...


Add a reply

 **Therese Chakour-West**  
Team Evolution hard at it! SAP testing well and truly underway! Follow the Evolution project site for updates! Only 161 days to go.....Great effort team!



👍 Nikki Graham, Darren Gray, and 8 others like this.  
Wednesday at 4:43 PM Like Reply ...

 **Caitlin Watt**  
Warranty cards are now back in stock ! SUPER ! Part number is new - 7004 100 0001 - MOQ is 20. Dealers can now order away :)  
@ You, Vittoria Marchetti, and Nikki Graham like this.  
Wednesday at 12:56 PM Unlike Reply Follow Caitlin Watt ...





 **Caitlin Watt** Also dealers who have had these on backlog will have new orders processed for them shortly :)

# PRODUCT CATALOGUE

SharePoint

Newsfeed OneDrive Sites

ROWSE PAGE ITEMS LIST

Image	Model Number	Product Type	Technical Specifications	External Links	Comments	Release Date	RRP	Current Promotions	Current Model	Da
	MS 150 TC-E	Professional	Displacement: 23.8cc Power: 1.0kW Weight: 2.6kg Bar length: 30cm/12" Chain type: 1/4 PWS Engine type: 2-MEX	<a href="#">Click here for full details</a> <a href="#">MS 150TC-E Owners Manual.pdf</a> <a href="#">MS150TC Box Contents.pdf</a>	Top handle chainsaw not for ground use		\$799	Yes	N	
	MS 170	Homeowner	Displacement: 30.5cc Power: 1.3kW Weight: 3.9kg Bar length: 35cm/14" Chain type: 3/8 PWSM Engine type: 2 Stroke	<a href="#">Click here for full details</a> <a href="#">MS170 Owners Manual.pdf</a> <a href="#">MS170 Box Contents.pdf</a>			\$249	Yes	N	
	MS 171	Homeowner	Displacement: 31.8cc Power: 1.3kW Weight: 4.3kg Bar length: 35cm/14" Chain type: 3/8PWSM Engine type: 2-MEX	<a href="#">Click here for full details</a> <a href="#">MS 171, 181, 211 Owners Manual.pdf</a> <a href="#">MS171 Box Contents.pdf</a>			\$399	Yes	N	
	MS 180	Homeowner	Displacement: 31.8cc Power: 1.5kW Weight: 3.9kg Bar length: 40cm/16" Chain type: 3/8PWSM	<a href="#">MS 180 Owners Manual.pdf</a> <a href="#">MS170 Box Contents.pdf</a>	Also available in 35cm bar length		\$349	Yes	N	



# COMMUNICATION



## Employee of the Month - April

Congratulations to Celia for winning Employee of the Month for April. Celia received 3 nominations for her amazing efforts to return to work on a Saturday (after already leaving for the day) to pick an urgent order for the Farm World field day in Victoria. Celia then packed up the van with the orde...

[See All >>](#)

[Add News >>](#)



Announcement: New Sales & Marketing Area...

[More](#)



Announcement

[More](#)



Need a new site created in The Shed?

[More](#)



Employee of the Month - April

[More](#)



Item	Quantity	Unit Price	Total Price
...	...	...	...
...	...	...	...
...	...	...	...
...	...	...	...

**Employee of the Month - April**

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**Announcement: New Sales & Marketing Area...**  
[More](#)

**Announcement**  
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[More](#)

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[View All](#)

# TheShed

Feedback


Search People

Search The Shed

Search Media

**Andrew Dawson**

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© Jorge Nogueira, Charles Dubois, and 19 others like this.  
11 April · Like · Reply · Follow

**Therese Chakour West**  
#MENofSTHL  
12 April · 1 Like · Follow

**Andrew Dawson** · Men and Adam · 12 April · 1 Like

[Add a reply](#)



STIHL-B.NET

CONCUR

franklin CATALOGUE PLANNER

STARTRACK

meridian ESP

MPortal

solmot

**STIHL**

**EOM** EMPLOYEE OF THE MONTH

Does the person you're nominating demonstrate one or all of the FIVE Es?

- 1. Eats**
- 2. Eats**
- 3. Eats**
- 4. Eats**
- 5. Eats**

**Employee Nominating:**  
The person I would like to nominate for an 'Employee of the Month' award are as follows:



# ACHIEVEMENTS TO DATE

- 🏆 Document Management
- 🏆 Business Process Improvements
- 🏆 Extension of our Culture

**STIHL**<sup>®</sup>



# DOCUMENT MANAGEMENT

*“Open and transparent as opposed to locked down by department - encourage collaboration and knowledge sharing.”*

- Traditionally file shares structured by department
- Secret Squirrel (restricted permissions)
- Duplication of data
- Re-design since go live April 2015



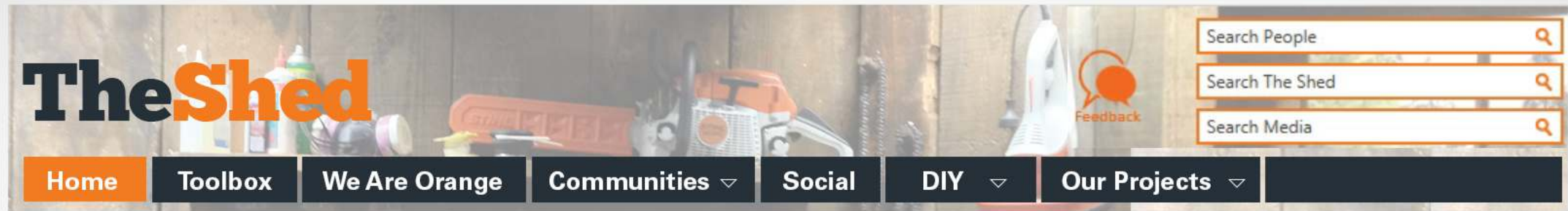
# DOCUMENT MANAGEMENT

## THE **7Ps**

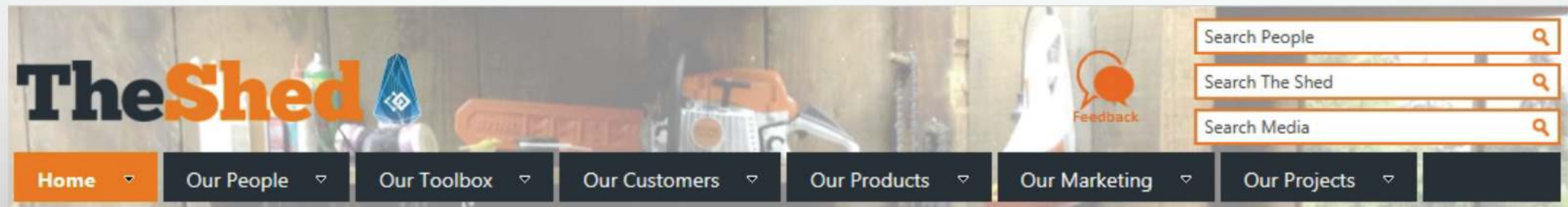
- 1P** - People
- 2P** - Product
- 3P** - Price
- 4P** - Place
- 5P** - Promotion
- 6P** - Presentation
- 7P** - Process



# BEFORE

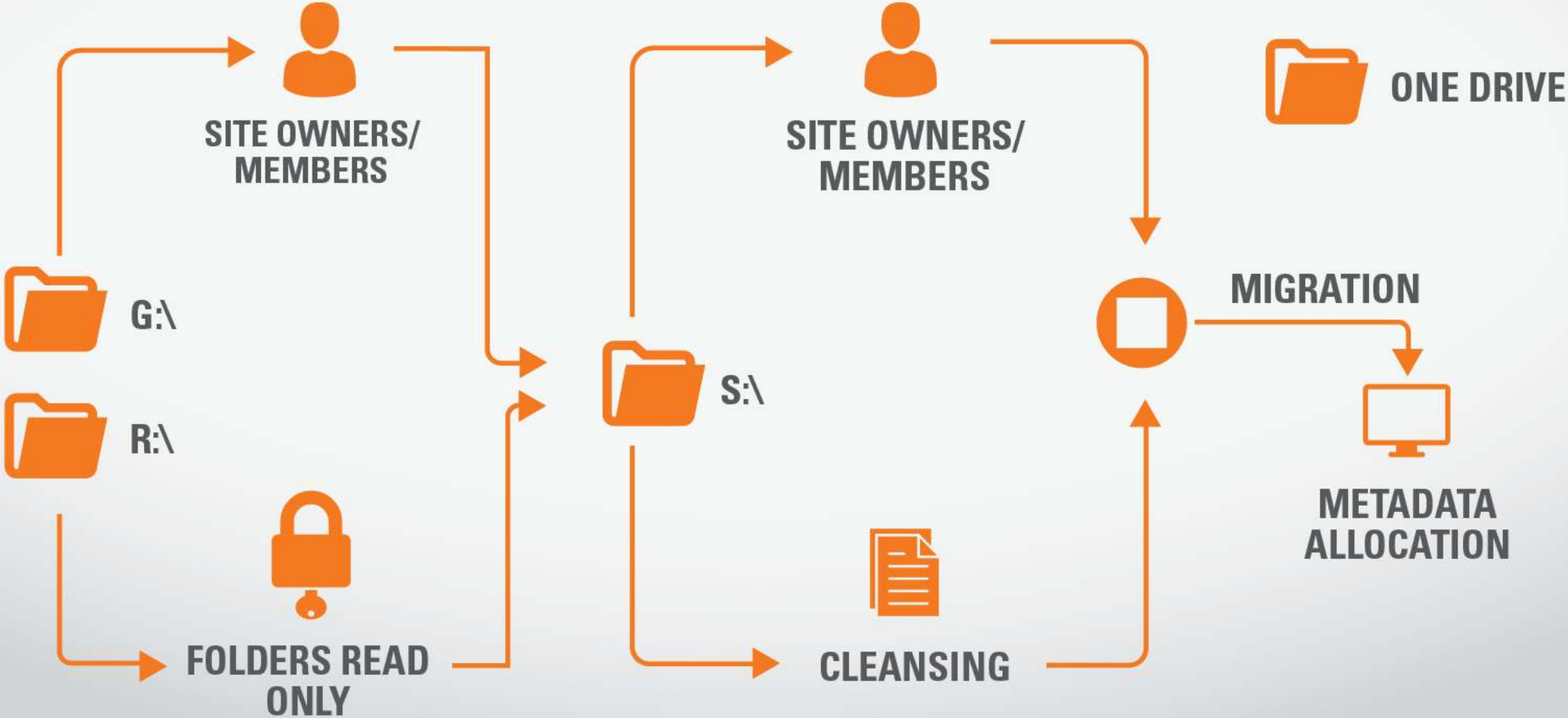


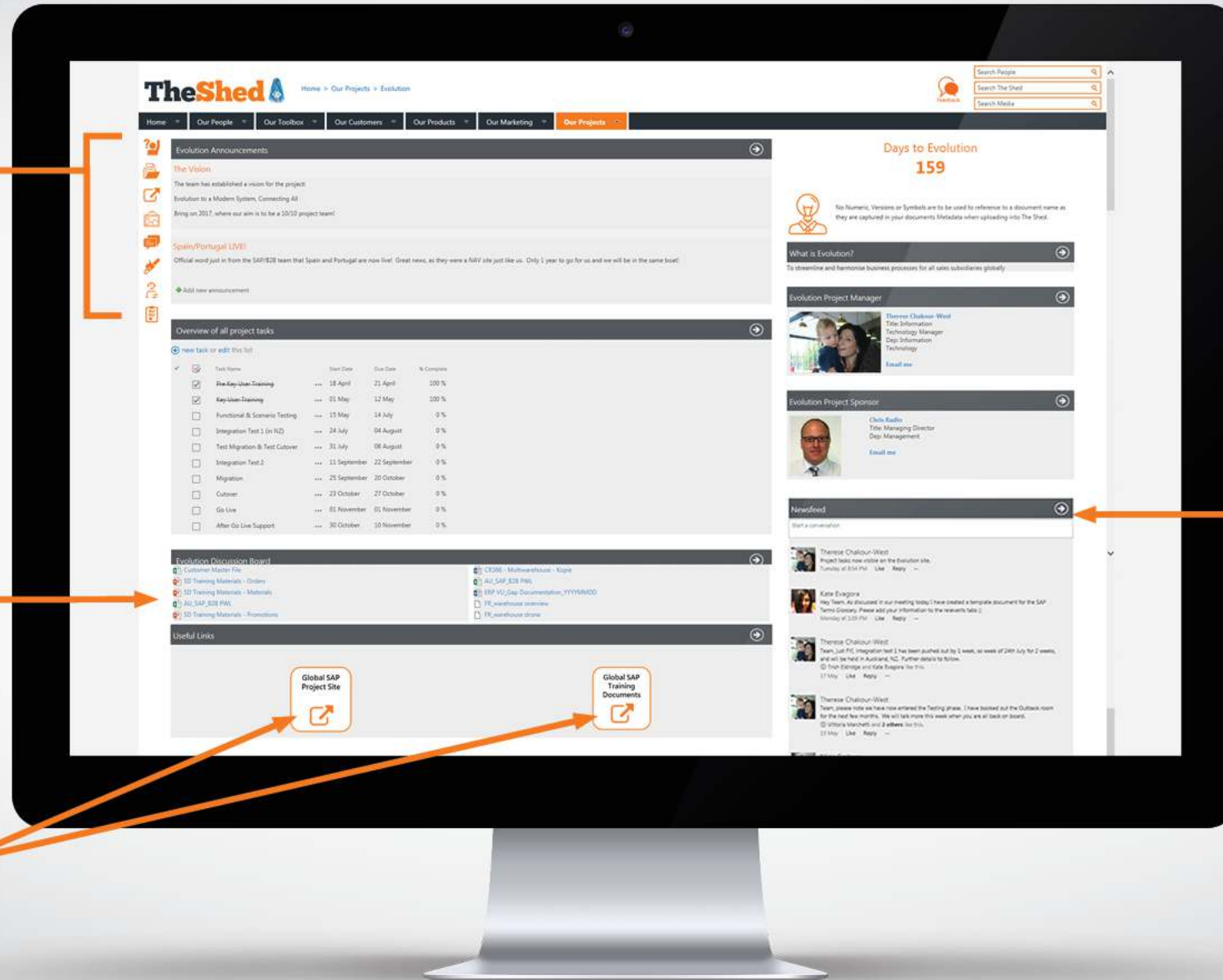
# AFTER





# DOCUMENT MANAGEMENT MIGRATION





FLYING MENU

DOCUMENTS

LINKS TO  
GLOBAL PROJECT  
SITE

NEWSFEED

TheShed

Home > Our Projects > Evolution

Home > Our People > Our Toolbox > Our Customers > Our Products > Our Marketing > Our Projects

**Evolution Announcements**

**The Vision**  
The team has established a vision for the project:  
Evolution to a Modern System, Connecting all  
Being on 2011, where our aim is to be a 20/20 project team!

**Spain/Portugal LIVE!**  
Official word just in from the SAP/E2E team that Spain and Portugal are now live! Great news, as they were a N&Y site just like us. Only 1 year to go for us and we will be in the same boat!

+ Add new announcement

**Overview of all project tasks**

new task or edit this list

Task Name	Start Date	Due Date	% Complete
<input checked="" type="checkbox"/> Five Key-User-Training	18 April	21 April	100%
<input checked="" type="checkbox"/> Key-User-Training	01 May	12 May	100%
<input type="checkbox"/> Functional & Scenario Testing	15 May	14 July	0%
<input type="checkbox"/> Integration Test 1 (in RZ)	24 July	04 August	0%
<input type="checkbox"/> Test Migration & Test Cutover	31 July	08 August	0%
<input type="checkbox"/> Integration Test 2	11 September	22 September	0%
<input type="checkbox"/> Migration	25 September	20 October	0%
<input type="checkbox"/> Cutover	23 October	27 October	0%
<input type="checkbox"/> Go Live	01 November	01 November	0%
<input type="checkbox"/> After Go Live Support	30 October	10 November	0%

- Evolution Announcement Board**
- Customer Master File
  - SD Training Materials - Orders
  - SD Training Materials - Materials
  - Als\_SAP\_R2E PWS
  - SD Training Materials - Promotions
  - CR06 - Multivaluehouse - Scope
  - Als\_SAP\_R2E PWS
  - ERP\_VU\_Sap\_Documentation\_YYYYMMDD
  - FR\_warehouse overview
  - FR\_warehouse chrome

**Useful Links**

- Global SAP Project Site
- Global SAP Training Documents

Days to Evolution  
**159**

No Numbers, Versions or Symbols are to be used to reference to a document name as they are captured in your documents Metadata when uploading into The Shed.

**What is Evolution?**  
To streamline and harmonize business processes for all sales subsidiaries globally.

**Evolution Project Manager**

Therese Chabour-West  
Title: Information Technology Manager  
Dept: Information Technology  
[Email me](#)


**Evolution Project Sponsor**

Chris Radio  
Title: Managing Director  
Dept: Management  
[Email me](#)

- Newsfeed**
- Start a conversation
- Therese Chabour-West  
Project team have rolled out the Evolution site.  
Monday at 10:00 AM · Like · Reply · ...
  - Kate Evagora  
Hey Team, As discussed in our meeting today I have created a template document for the SAP forms directory. Please add your information to the relevant tabs.  
Monday at 1:00 PM · Like · Reply · ...
  - Therese Chabour-West  
Team, Just FYI, integration test 1 has been pushed out by 1 week, to week of 24th July for 2 weeks, and will be held in Australia, NZ. Further details to follow.  
@ Top Ebnige and Kate Evagora for this.  
11 May · Like · Reply · ...
  - Therese Chabour-West  
Team, please note we have now entered the Testing phase. I have booked out the Outlook room for the next few months. We will talk more this week when you are all back on board.  
@ Victoria Blanchard and @ others for this.  
11 May · Like · Reply · ...



# BUSINESS PROCESS IMPROVEMENTS

- Product catalogues
  - Initial 3 electronic forms - InfoPath
  - Purchased K2 for complex workflows
  - Germany and USA now purchased K2
  - Sharing workflows
- 
- A faint, light gray background graphic is visible on the right side of the slide. It features a bar chart with three bars of increasing height from left to right. A thick, light gray arrow starts from the top of the first bar, dips down, and then points upwards and to the right, ending above the third bar.

The image shows a screenshot of a SharePoint web page. At the top left, the 'SharePoint' logo is visible. The page title is 'Product: MS 150T-C (1 Powerhead/s per box)'. A large, stylized orange text overlay with a white outline reads '78 Days'. Below the text, there are three columns: the first contains a small image of the chainsaw, the second contains a technical drawing of the powerhead, and the third contains some text and icons. The background is a light gray.

**EOM** **STIHL**<sup>®</sup>  
**EMPLOYEE**  
**OF THE MONTH**

**88.7%**

Employee  
Nomination

The reason  
as follows



**SHORT-TERM STAFF LOAN OF  
STIHL-OWNED EQUIPMENT**



**Employee Information**

Full Name:

Address:

**Loan Information**

Loan Date:

Expected Return:

**Equipment**

Equipment:

Cordless Blower:

Cordless Chainsaw:

**77%**

**SPARKZ**  
THE POWER OF ONLINE

**STIHL**<sup>®</sup>

**BRIGHT SPARKZ**  
Name: Matt  
Other SPARKZ

**Problem**  
MCD (courtesy pick tickets, frequency with these orders, even worse if same day deli

**Expert Comment**  
Suggestion  
Subject Matter Expert: Scott Braddy  
SPARKZ Comments:

[Update](#) [Expert Review](#) [View SPARKZ](#) [Close](#)

85%

# EXTENSION OF OUR CULTURE



- People focused - fun, collaborative, inclusive, representative of our organisation.
- Election Campaign for the Name (engagement)
- Treasure Hunt – to build awareness, and interest





# LESSONS **LEARNT**

**STIHL**<sup>®</sup>

- Gradual implementation – bring people along on the journey
- Size doesn't matter - Great ideas come from determination to be better
- Agile enough to change in response to feedback
- Submit an entry for the Intranet & Digital Workplace Awards - it is a stepping stone to bigger better things





## Publikum wählt STIHL zum Sieger

STIHL, Neuzulassung punktet mit Servicequalität, Fachkompetenz und After-Sales-Service bei den Endkunden. DWA gewinnt den Reader's Choice Award 2016.

Eine große Auszeichnung für STIHL. Neuzulassung, 2017 die Sieger des Reader's Choice Awards. DWA gewinnt den Reader's Choice Award und wird als die Kategorie "Ausrüstung und Ersatzteile" zum "Besten Hersteller" und "Customer-Service" zum "Besten Hersteller" ernannt. Das Ergebnis ist das Ergebnis einer Umfrage von über 100.000 Endkunden, die STIHL als den besten Hersteller für die Kategorie "Ausrüstung und Ersatzteile" ernannt haben.

Das große Erfolgswort: Die Servicequalität und die Kompetenz der Mitarbeiter sind die Gründe für den Erfolg.



## Preisgekröntes Recruiting

Mit einem innovativen 360°-Film übertrug STIHL, Bewerber und die Art der Human Resources Excellence Awards.

Die innovative Produktion zeigt STIHL den Human Resources Excellence Award in der Kategorie "Innovation des Jobs". Dieser wird der besten Arbeitgeberin verliehen. Die Jury hat STIHL als den besten Arbeitgeber in der Kategorie "Innovation des Jobs" ernannt. Die Jury hat STIHL als den besten Arbeitgeber in der Kategorie "Innovation des Jobs" ernannt.



## Echter Blickfang

Dieser der STIHL Akku-Systeme CONTACT zum Superstar ernannt.

Das beliebteste für die Einführung der STIHL Akku-Systeme CONTACT kamen unter diese neuen Modelle. Es ist ein sehr erfolgreiches Produkt. Es ist ein sehr erfolgreiches Produkt. Es ist ein sehr erfolgreiches Produkt.

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## Gold für „The Shed“

Mit seinem Intranet sorgte STIHL, Australien für den Global Intranet and Digital Workplace Award.

STIHL, Australien gewann mit seinem Intranet namens „The Shed“ eine goldene Auszeichnung bei den Global Intranet and Digital Workplace Awards – ein internationaler Preis, der bereits seit zehn Jahren für herausragende Lösungen in den Bereichen Intranet und digitale Arbeitsplätze vergeben wird. Der Begriff „The Shed“ bezeichnet ursprünglich eine Art kleinen Schuppen, in dem Gartengeräte aufbewahrt werden und bei Bedarf schnell und ohne große Suche zur Hand sind. Ein idealer Name für das Intranet von STIHL Australien, denn es handelt sich um eine zentrale Plattform, auf die alle Mitarbeiter zugreifen können. Sie stellt wichtige Informationen übersichtlich zur Verfügung, fördert die Kommunikation

## Gold für „The Shed“

Mit seinem Intranet sorgt STIHL Australien auch außerhalb der STIHL Welt für Aufsehen: Die interne Plattform gewann den internationalen „Global Intranet and Digital Workplace Award“.

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# THERESE CHAKOUR-WEST

## I.T MANAGER

 Therese Chakour-West  @Tchakour

 therese.chakour-west@stihl.com.au

**STIHL**<sup>®</sup>

**QUESTIONS?**