"Training and development is a very key part of providing our customers with a consistent experience in every restaurant regardless of store location," says Jeff Kent, Wendy's vice president of solutions delivery. Wendy's implemented training and development systems using information technology to enable global workforce. The company plans to give franchisees more access to the system to provide and share computer-led training content. Officials also want to expand course offerings and make more extensive use of webcast technologies to deliver interactive learning. To maximize future workforce productivity and the use of restaurant space during low customer-volume periods, Wendy's will also explore the use of wireless computing devices for training purposes within the dining area.

Companies can learn from this example to effectively use information technology to enable their global workforce and/or their strategic partners.

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