“Innovation Knowledge for Inclusive and Sustainable Development: Transferring Knowledge through Technology” – Big Data Opportunity

By Jude Fletcher & Katy Bowers
The World We Live In

Summarizing...

People
- Work Hours
- Work Type
- Skillset
- Time in Role
- Talent/Role
- Years of Service
- Location
- Years of Service

Machines
- Throughput
- Efficiency
- Failures
- Scalability
- Network Ports
- Role
- Cost
- Operating System

Data is collected in ever increasing amounts

...and capturing finer granularity of their behaviour

Volume | Variety | Velocity | Veracity: BIG DATA
Nestlé World

Nestlé is a global leader in Nutrition, Health and Wellness

- Providing safe, quality nutrition for more than 140 years
- We have over 2000+ brands worldwide
- 447 factories in 86 countries
- CHF 92.2 billion in sales in 2014
- 1 billion Nestlé products sold every day
- We have over 339,000 employees around the globe operating in 197 countries
In the UK & Ireland alone...

- £2.6 bn turnover in 2014
- 9,000 employees across UK & Ireland
- 21 sites including offices (14 manufacturing sites)
The problem of Big Data itself...

...is nothing new to us

What we find interesting...

A paradigm shift where orgs including Nestlé have seen how predictive analytics (leveraging big data) can transform their decisions.
An example of how we have leveraged Big Data
An example of how we have leveraged Big Data
Core Principles

1. Promoting blended learning
2. Enabling social learning
3. Growing a lifelong learning culture
Bringing this experience to E-Learning

Medium of Learning

- the Nest
- Chatter - Salesforce
- Team Rooms - MS SharePoint
- Webcasts

Technology - Access Points

- Nestlé
- skillssoft
- iLEARN@NESTLÉ
Bringing this experience to E-Learning
Video Conferencing
Maturity of Demand

- How much of our budget have we spent?
- What are our fill rates?

Efficiency

- Have the right people completed the right courses?
- What paperwork needs to be returned?

Compliance

- Do attendees get higher leadership effectiveness scores?
- Following mandatory SHE e-learnings, has there been an associated reduction in accidents?

Effectiveness

- Does our offering match changing employee behaviour?
- Do we have a lifelong learning organisation?
- Which skill or knowledge areas are most common in career development planning?

Strategy

- Following mandatory SHE e-learnings, has there been an associated reduction in accidents?
From Insight to Opportunity

The Organisational Level

The Co-ordinator Level

The Employee Level

The Operational Level
Hurdles

- Technology
- Data Quality
- Stakeholder Demand
- Analysis Paralysis
ANALYTICS...
Thank You!