

Designing a Learning Management System That Improved Organisational Capability

The Challenge

While working in Singapore for a tech company, I joined a multidisciplinary team developing what became **Office Weaver**, a learning management system designed to support the organisation's extensive and continually evolving training requirements.

As Training Executive, my role was to ensure the technology reflected how training actually worked in practice.

My Approach

Working alongside software developers, I acted as the functional HR and learning expert, translating business requirements into practical system design.

I led the development of the end-to-end learning process, including:

- Training needs analysis
- Skills gap identification
- Budget management
- Approval workflows
- Training delivery
- Feedback and evaluation
- Productivity measurement
- Integration with performance appraisal processes

By mapping these processes before development, we ensured the software supported both organisational objectives and the needs of employees and managers.

The Outcome

The system was successfully implemented within the organisation before being developed into a commercial product for external organisations.

The project demonstrated the value of combining HR expertise with technology, ensuring the solution was driven by business processes and user needs rather than software functionality alone.