

# Program Management

## Overview

The Home Depot (THD) was looking for a partner to establish product documentation standards for its growing line of private label products and then, working with its suppliers, ensure compliance with these standards on an ongoing basis.

InfoPros and THD targeted 7,000 private-label SKUs to adopt the new standards. It was essential that InfoPros work up front with THD to develop the workflow, program reporting, and project management structure:

- InfoPros used a combination of THD internal processes and systems (i.e., their onboarding software application) and InfoPros systems (e.g., project management and tracking metrics that support the key performance indicators such as unit cost, time to complete, multilingual outputs, and ease of use for the customers) to establish the workflow and processes.
- InfoPros selected and managed a vendor that completed the required language translation work.
- It was important for InfoPros to quickly and efficiently handle the manual needs of THD suppliers, while giving them confidence in our program expertise by providing a cost and time effective approach.

The InfoPros Program Manager oversees the workflow, manages the production team, and handles escalations and process changes in order to adapt to the dynamic THD environment.

InfoPros has a team of writers and illustrators to support the development, part of which is dedicated to THD, as well as people that were trained on the processes and work who can augment the team on an as-needed basis.

## Communication

InfoPros works with suppliers as well as Global Operations Managers, Product Engineers and Managers, Brand Managers, Product Development Managers, Senior Quality Engineers, Product Development Merchants, and Onsite Packaging Managers to meet onboarding and shipment deadlines.

InfoPros tracks all manuals that are developed or reviewed and provides details to THD as needed. Communication takes place daily with suppliers, and since InfoPros owns the process, THD is able to maintain a “hands-off” relationship with their product documentation.

## Support

InfoPros has worked with over 180 suppliers that are located largely in the U.S., Canada, China, and Mexico and has developed over 400 Use & Care Guides for a variety of products in addition to reviewing over 1,200 documents for adherence to the THD standards. The InfoPros approach allows the suppliers to enter the process in a number of ways: Suppliers can ship a product so that InfoPros can complete the product assembly and document development; InfoPros can work with engineering drawings and specifications; InfoPros can ensure that existing product documentation adheres to the THD standards. InfoPros has worked with:

- 7,000 private-label SKUs
- Outdoor/Indoor furniture
- Bathroom furnishings
- Garden and patio equipment
- Holiday products
- Digital meters and inflators
- Ceiling fans and lighting products

[www.InfoPros.com](http://www.InfoPros.com)

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Locations:  
California  
Colorado  
North Carolina  
Texas  
Wisconsin

## Results

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InfoPros develops documentation for over 95 products per month for THD. Throughout the lifecycle of the project, InfoPros has been able to create efficiencies in two main areas:

- Reducing the number of THD customer complaint calls by 80% due to the streamlining and accuracy of the consumer documentation.
- Reducing the time that it takes to complete the documentation (going from 14 days to 9), which also simplifies the onboarding process and allows products to reach the market more quickly.

InfoPros continues to work with THD and its suppliers to accommodate highly urgent projects by providing cost- and time-effective solutions.

*“Thanks so much for working with the supplier and for the insight into these issues and how to resolve them so quickly.”*

Brian Rutledge  
Sr. Product Engineer

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