



LEARNING SOLUTIONS

THE POWER OF PERFORMANCE ANALYTICS

By Raytheon Professional Services

Performance Analytics uses various sources of performance data that are directly tied to business outcomes, in conjunction with learning data, to improve overall results.

Raytheon Performance Analytics

Many learning & development (L&D) organizations seek better ways to apply data analytics to improve learning strategy and outcomes. Yet, a recent survey of over 400 organizations by Raytheon Professional Services and Human Capital Media found that most L&D organizations still rely solely on learning tools for their data. By simply analyzing learning data, the focus is on lagging indicators — a focus on the past. This practice does not adequately reflect the performance and business challenges currently faced by the organizations — nor does it predict future outcomes. In short, Learning Analytics is only one piece of the puzzle.

Performance Analytics uses business data and leading indicators to improve performance through learning solutions. Performance Analytics combines performance data (tasks and business KPIs) and workforce data (hiring, retention, etc.) with learning data to ensure a strong linkage between learning and business outcomes.

What Are the Key Benefits of Moving from Learning Analytics to Performance Analytics?

Performance Analytics shifts the analysis focus away from learning to a more comprehensive analysis of performance issues and opportunities. It bridges the gap between current workforce capabilities and strategic goals.

- Performance Analytics combines performance, workforce and learning data to enable a comprehensive data-driven analysis of key business and performance challenges.
- By analyzing gaps between current state and future state, and identifying root causes for low performance, learning solutions can address present and future performance gaps.
- Performance Analytics uncovers insights and reveals hidden value, to help define new, targeted learning interventions.

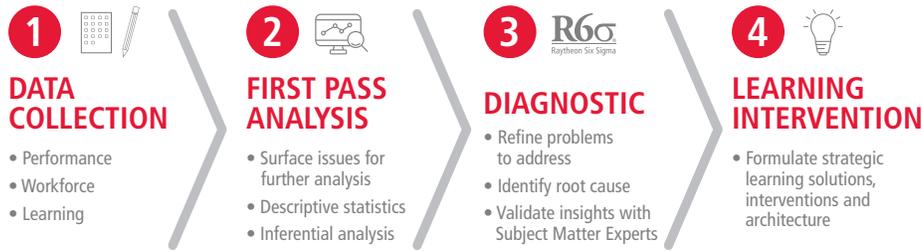
At Raytheon Professional Services (RPS), our expertise in the field of data analytics combines descriptive, predictive and inferential analyses to deliver valuable insights. After identifying patterns and outliers in our customers' data, we recommend specific initiatives to drive learning strategy and tactics for the near and long terms.

Performance Analytics is the engine that uncovers insights and reveals hidden value, to define new, targeted learning interventions. The result: learning spend helps the business achieve key objectives.

Raytheon

A Process for Success

RPS uses a proven process to identify an organization's performance issues, strategic needs and workforce challenges.



EVALUATION Solutions KPIs — Customer Satisfaction KPIs — Business KPIs — Cost Efficiency KPIs — Benchmarking

How Can RPS Help?

Achieving a return on learning investment requires a systematic approach with a robust set of analysis and process tools. Raytheon Professional Services is at the forefront of the learning industry in using performance, workflow and learning data to design and deploy learning solutions that deliver measurable impact. Our real world customer case studies — with demonstrated performance improvements — show:

- Learning focus is better aligned with business critical imperatives
- Accelerated time to proficiency
- Improved ability to troubleshoot and repair products properly the first time
- Improved customer satisfaction with service

Contact Raytheon Professional Services Today

Contact RPS to learn more about how we have employed Performance Analytics to significantly improve business outcomes for world class organizations. Explore your opportunity to conduct a diagnostic analytics project tailored for your organization — and discover data-driven insights that bring your learning to the next level.

Visit us at rps.com



Raytheon Professional Services has received multiple Gold and Silver awards for the implementation of performance analytics-driven learning solutions that demonstrate industry-leading strategic value, significant business impact and process innovation.

Raytheon Professional Services LLC
1717 E. CityLine Drive
Richardson, TX 75082
USA



rps.com



rps.com/blog



[@RaytheonRPS](https://twitter.com/RaytheonRPS)



Raytheon Professional Services

Raytheon