



# TRAINING ADMINISTRATION OPTIMIZATION

## Key Benefits:

- Achieve customer satisfaction that exceeds SLA
- Increase quality while reducing costs
- Improve workforce productivity
- Maintain consistent quality year after year

By Raytheon Professional Services

## Training Administration and Workflow Management System

### What You Want

While most executives understand the value of training in supporting their business plans, their focus is often on the more tangible elements of training, such as strategic planning, content and learning effectiveness. The training administration activities, those often performed behind-the-scenes, tend to be overlooked and taken for granted in their importance to the overall success of the learning strategy. Training administration services are foundational not only to smooth operation of your training program, but also to delivering the results you expect. Raytheon's training administration solutions bring increased efficiency in operations, lower costs and improved customer satisfaction.



### What You Deserve

In order to provide top-level training administration and delivery services, a business must manage all of the many activities that are associated with delivering learning to its workforce. There are a lot of "balls in the air," and if one drops or is not addressed in an efficient manner, the training can break down very quickly, impacting cost, quality, compliance and business performance.

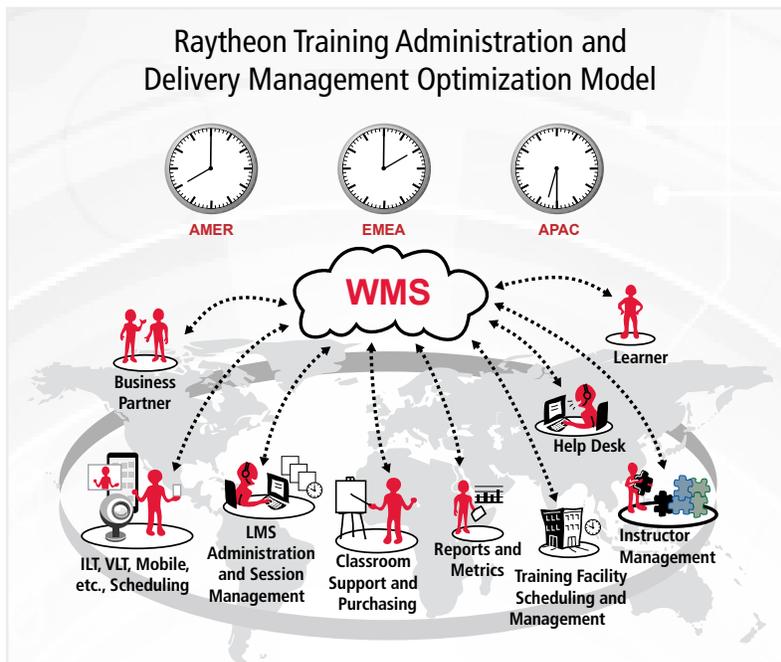
You need a partner who understands the end-to-end needs of administering learning from the planning stage of the training through its execution — a partner who is able to manage everything and understands the relationship and impact each task has to the end goal.

## What We Bring

Raytheon knows how to manage all your training administration tasks and keeps them airborne. Our solution starts with experienced learning professionals who have knowledge and expertise across multiple learning management systems.

We apply best practices that have been tested and validated with multiple clients. These practices are rooted in Workflow Management System (WMS), our unique, innovative model for keeping everything on track. WMS provides our learning support team with planning and tracking capabilities, and visibility into the status of each activity to effectively process and manage them. This allows for proven consistency in performance while connecting your dispersed workforce and stakeholders.

Our WMS also provides our Instructor Management Model. Our forecasting and demand planning ensures that we align the right skill set in the right location at the right time.



## Results

Raytheon's approach to training administration and delivery management is best-in-class. We have provided numerous customers in various industries with the performance impact they need.

Our model is scalable. We understand that you don't always know what your needs and volumes may be. We offer a business model that accommodates what you do know and allows for fluctuations in what you don't, in addition to transparency and budget certainty.

- Increased quality
- Reduced cost
- Customer satisfaction — stakeholders and learners
- Productivity increases
- Optimized instructor utilization

## Contact Raytheon Professional Services Today

*As one of the world's largest and most recognized training and development solutions providers, RPS provides training outsourcing and performance consulting services in more than 100 countries and 29 languages. Our global reach, strategic focus, speed and scale are unmatched in the industry.*

Contact us at [info-RPS@raytheon.com](mailto:info-RPS@raytheon.com) to learn what RPS can do for you.

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