

CASE STUDY

ANALYTICS DRIVE LEARNING STRATEGY

PERFORMANCE SOLUTIONS

The client — a leading computer hardware, software and electronics company that makes self-service kiosks, point-of-sale terminals, automated teller machines and check processing systems — supports an installed base of equipment in more than 150 countries and handles millions of transactions per day. Because these systems ensure the financial health of the companies that own and use them, the client must provide around-the-clock maintenance and support services to ensure they remain operational.



Raytheon

CASE STUDY: PERFORMANCE SOLUTIONS

SITUATION

As a result of early retirement offerings, the client faced the challenge of on-boarding 38 percent new hires to fill the position of Field Service Engineer (FSE). The company partnered with Raytheon Professional Services (RPS) to address their new business challenges. The goal was to use a consultative, data-driven approach to transform the client's learning solution to gain efficiencies and effectiveness in the new hire program by leveraging blended learning solutions.

CHALLENGE

The existing on-boarding curriculum was 90 percent instructor led and required 20 weeks to complete, which included three separate trips to the company's central training facility. This traditional approach incurred significant travel expenses, and the long duration of the program inhibited the time to competency required to meet current business demands.

In addition, the business was challenged to maintain a high level of ongoing service to support their contractually required operational readiness measures. Clearly, a new learning solution was needed to overcome these new business challenges.

SOLUTION

RPS analyzed data from more than a million service orders looking for the root causes and instances of multiple repairs. This led to identifying the most effective repairs, as well as identify groups of low- and high-performing employees. Studies revealed the top 20 causes for failure represented 50 percent of all service orders.

The same performance analytics were employed to measure individual performance. The findings revealed 25 percent of employees had higher repeat repair rates than the company average, despite being on the job for more than a year.

This conclusion challenged the client's existing paradigm that new hires required more training up-front, while tenured employees gained more knowledge through experience in the field.

As a result, the strategy shifted to a forward-looking, comprehensive view of the FSE performance from the date of hire to retirement. The new strategy focused on the 15 identified key skill requirements needed to close performance gaps of experienced FSEs, thereby improving organizational results.

New, emerging media solutions were included as an integral part of the learning blend, all aimed at increasing learner engagement through variety and interactivity while offering online solutions available 24/7, reducing the need to travel. An example of this was the START online performance support tool.



CASE STUDY: PERFORMANCE SOLUTIONS

RESULTS

As the curriculum was analyzed, new learning media was introduced to achieve specific learning objectives. This resulted in the design, development and launch of new interactive Web-Based Training (WBT) courses and Diagnostics Exercises. Overall, these changes:



NEW WEB-BASED TRAINING RESULTS



Learner evaluation surveys rated learner experience with a score of 4.3 out of 5. These high marks were achieved during the first year. The results stem from a well-planned and well-executed learning solution offering the right blend of learning content and managing change to ensure learner acceptance.

ABOUT RPS

Raytheon Professional Services is a learning solutions provider. RPS brings a consultative approach to working with clients across a wide range of industries and global markets to meet their critical objectives by designing training solutions that improve workforce performance and deliver measurable business results. Our award-winning solutions include content development and delivery, LMS services, adaptive learning, microlearning, content curation and curriculum design, and performance consulting services. Leveraging decades of training expertise and the latest technologies, RPS delivers tailored learning solutions in more than 145 countries and 34 languages.

HIGHLIGHTS

- Increased learner engagement with variety and interactivity.
- Created new, emerging media solutions as an integral part of the learning blend.
- Offered accessible online solutions that reduced need to travel and shortened training timeline.
- Built forward-looking learning strategy based on performance analytics.

Contact us at info-rps@raytheon.com to learn what RPS can do for you.

Raytheon Professional Services LLC

1717 East Cityline Drive
Richardson, Texas
75082 USA



RPS.com



RPS.com/blog



@RaytheonRPS



Raytheon Professional Services