

CASE STUDY

COMPLIANCE TRAINING

A COMPETITIVE ADVANTAGE

ENSURING COMPANYWIDE COMPLIANCE

Organizations whose success depends on maintaining compliance in a regulated market understand how critical and challenging it can be to effectively roll out new compliance initiatives across an entire organization.



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SITUATION

The North American Electric Reliability Corporation (NERC), a nonprofit international regulatory authority whose mission is to assure the reliability and security of the bulk power system, established new compliance and regulatory standards for the electric utility industry. The new standards will ensure consistency in operations and overall grid protection measures in case of failure or terrorist attack.

CHALLENGE

Many North American electric companies were struggling to meet the new PER-500 requirements within the aggressive timeframe allotted by NERC. To mitigate risk the significant monetary fines or costly shutdowns for non-compliance, a large electric utility company partnered with Raytheon Professional Services (RPS) to establish a companywide training solution to meet these new requirements.

SOLUTION

RPS began by performing a comprehensive assessment of the organization, analyzing areas such as job requirements, existing training programs and content, and the existing 788 NERC requirements to determine the company's current state. The RPS team followed up with a risk assessment, aligning identified gaps with the customer's risk matrix. Based on the findings, the team recommended a three-phased approach to developing and implementing the training solution to ensure compliance before the deadline.

The RPS team collaborated closely with the NERC Compliance Office to create a training plan with a full understanding of the unique requirements, providing recommendations in areas previously overlooked. The implementation plan included a host of training administration services, from identifying the target audiences to finalizing training schedules and managing budgets.

RPS' PLAN INCLUDED:



Developing and managing more than 125 hours of training content

Enhancing existing job training content

Ensuring outcomes are measurable and consistent across the organization

Applying a Systematic Approach to Training model, ensuring traceability to the standards and work tasks

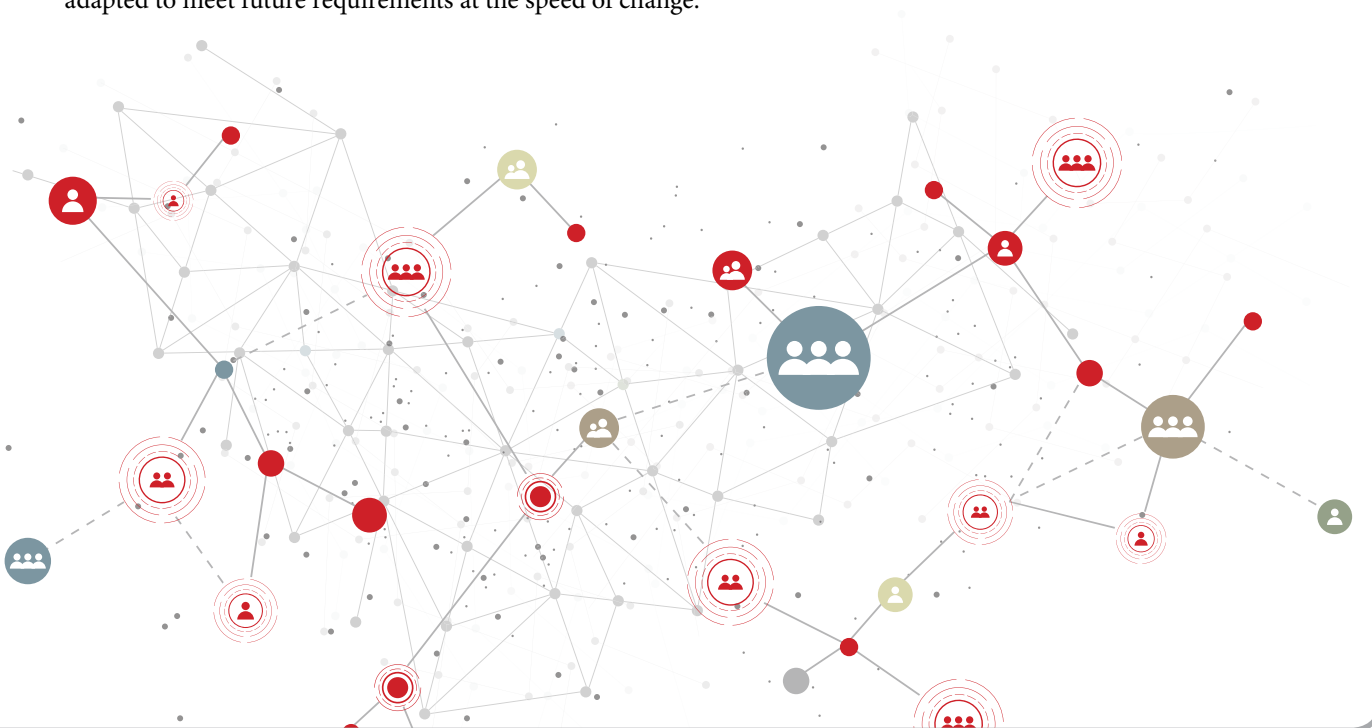
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RESULTS

RPS implemented the new training program in less than seven months and the client saw an increase of 320 percent in compliance. Once in place, the RPS team oversaw all aspects of the program including:



RPS wanted to ensure the training program is not only sustainable, but also forward-looking. To achieve this goal, RPS collaborated with the NERC Training Organization to establish a program structure that can be easily adapted to meet future requirements at the speed of change.



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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. We meet clients' critical objectives by designing training solutions that improve workforce performance and deliver measurable business results. Our award-winning solutions include learning strategy design, 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 146 countries and 34 languages.

HIGHLIGHTS

- Increased compliance by 320 percent
- Developed and managed 125 hours of training content in less than seven months
- Established framework for a manageable and consistent companywide training program
- Helped client avoid costly shutdowns and monetary fines for noncompliance
- Ensured training program is forward-looking, adapting at the speed of change

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

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