

## CASE STUDY

# ESTABLISHING TRAINING EVENT EXCELLENCE

## TRAINING ADMINISTRATION

The Raytheon Engineering Common Programs (RECP) office hosts six annual learning events for engineers across the continental United States. The more than 250 engineers in attendance at each event participate in multiday symposiums and workshops designed to hone their skills in engineering and technology. The small, inexperienced committee tasked with planning and execution reached out to Raytheon Professional Services (RPS) for help administering these large-scale, high-profile events. RPS' on-site logisticians collaborate with customers to design and manage impactful events aligned with key success factors, learning objectives and other desired business outcomes.



**Raytheon**

# TRAINING ADMINISTRATION

## SITUATION

The RECP committee had been struggling to plan and manage all the necessary details required to execute these complex events. The events committee, which rotates members every year, reached out to RPS for help.

## CHALLENGE

In the past, these learning events had served as an opportunity for engineers to exchange ideas and demonstrate their skills in innovation. The inexperience of committee members in event planning combined with the lack of continuity of its members resulted in poorly executed events with cost overruns and falling participation rates. The future of these events was in jeopardy as engineering leaders contemplated canceling them all together.

## SOLUTION

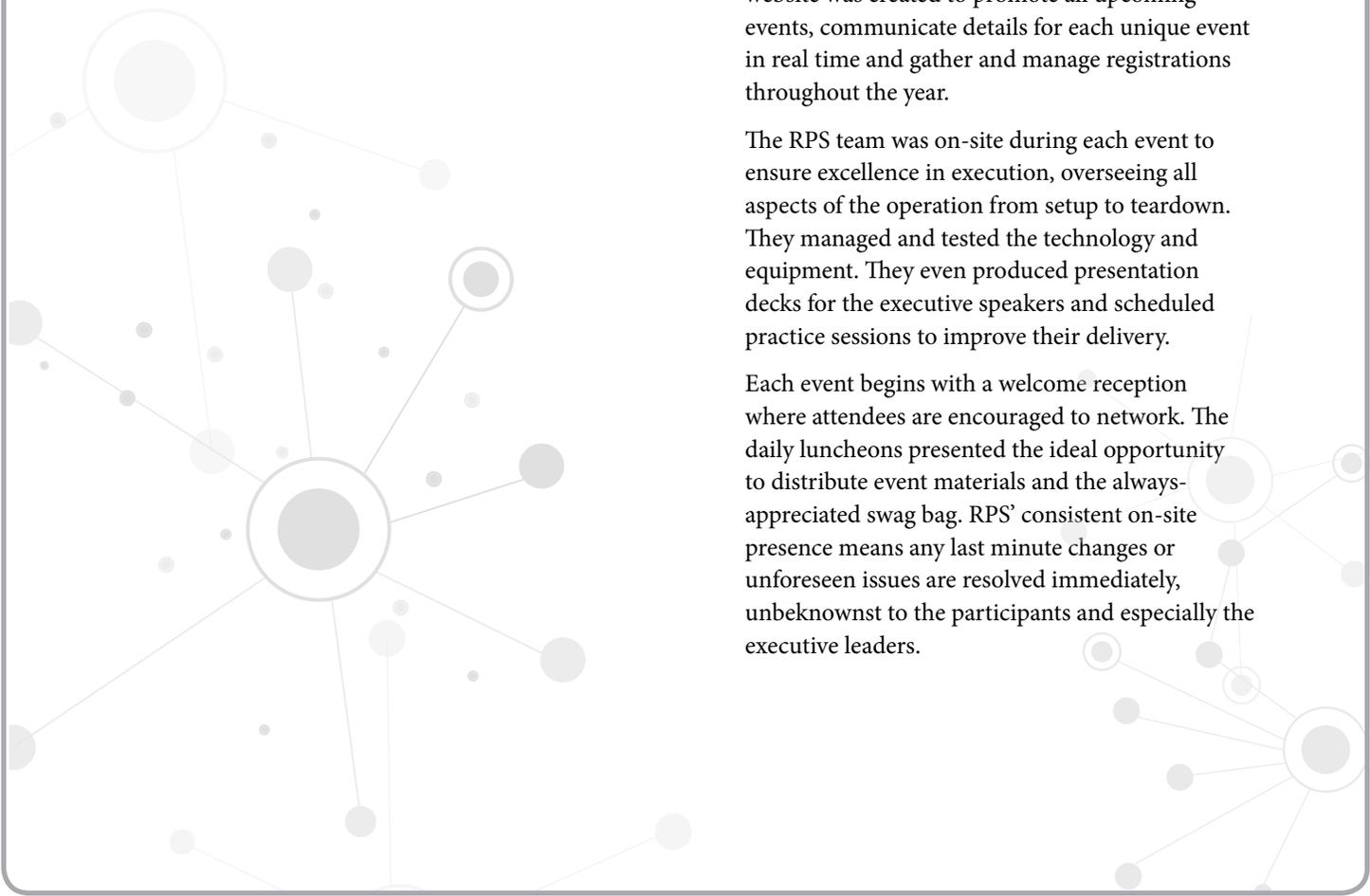
RPS employed their extensive experience in program management, event management and information technology and the team quickly established ownership of the planning and execution of all annual events across the U.S.

The RPS team collaborated closely with the RECP office to create a comprehensive annual plan, with full understanding of the detailed and unique requirements and with recommendations based on their decades of experience. Tailoring the events to their target audience, the RPS team selected venues based on strict criteria, finalized schedules, negotiated with third-party vendors and managed the total annual budget.

RPS implemented its unique Workflow Management System to track and manage the complex array of event requirements at the task level, optimizing processes to allow committee members to focus solely on their day jobs. A website was created to promote all upcoming events, communicate details for each unique event in real time and gather and manage registrations throughout the year.

The RPS team was on-site during each event to ensure excellence in execution, overseeing all aspects of the operation from setup to teardown. They managed and tested the technology and equipment. They even produced presentation decks for the executive speakers and scheduled practice sessions to improve their delivery.

Each event begins with a welcome reception where attendees are encouraged to network. The daily luncheons presented the ideal opportunity to distribute event materials and the always-appreciated swag bag. RPS' consistent on-site presence means any last minute changes or unforeseen issues are resolved immediately, unbeknownst to the participants and especially the executive leaders.



# TRAINING ADMINISTRATION

## RESULTS

RPS executed a comprehensive event management plan that resulted in improved attendance rates, participant satisfaction and outcomes that far exceeded the customer's expectations.

### IN A SINGLE CALENDAR YEAR, THE RPS TEAM:



**INCREASED**  
PARTICIPATION  
RATE BY  
**DOUBLE DIGITS**



**IMPROVED**  
SATISFACTION  
RATING BY  
**25%**

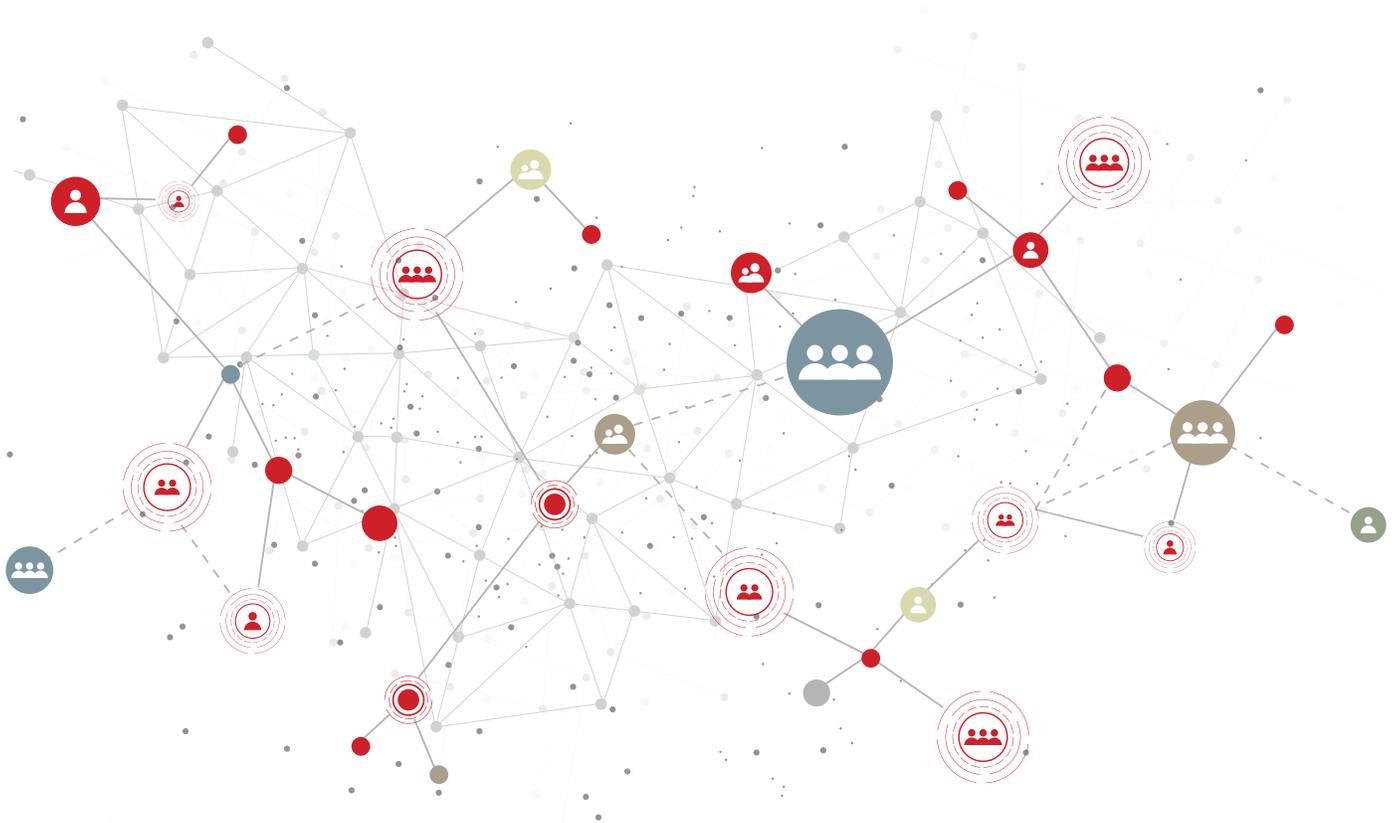


**REDUCED**  
LABOR  
REQUIREMENTS  
BY **15%**



**ELIMINATED**  
COSTLY  
REWORK BY  
**20%**

Event logistics are crucial to success. RPS' best-practice processes and tools ensure every training event is unique and successful at engaging audiences and driving home key messages. We partner with clients to creatively plan and execute high-profile, large-scale events.



# TRAINING ADMINISTRATION

## 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

- Established consistency with event website to promote, inform and consolidate registrations throughout the year
- Provided comprehensive event management using RPS' Workflow Management System
- End-to-end event management ensuring execution excellence

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

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