

Quality Education: Effective Intra-Company Training Tactics



Internet Benchmarking Research
Best Practices, LLC
Global Benchmarking Council
www.best-in-class.com/gbc

Survey Overview

Best Practices, LLC administered this survey and compiled the results on behalf of Global Benchmarking Council members.

Study Objective

The goal of this survey was to uncover how quality executives ensure that all employees understand standards and are prepared to deliver product that consistently meets or exceeds those standards.



Key Topic Areas

- **Training Structure**
- **Curriculum**
- **Presentation Methods**
- **Metrics**

Benchmark Class

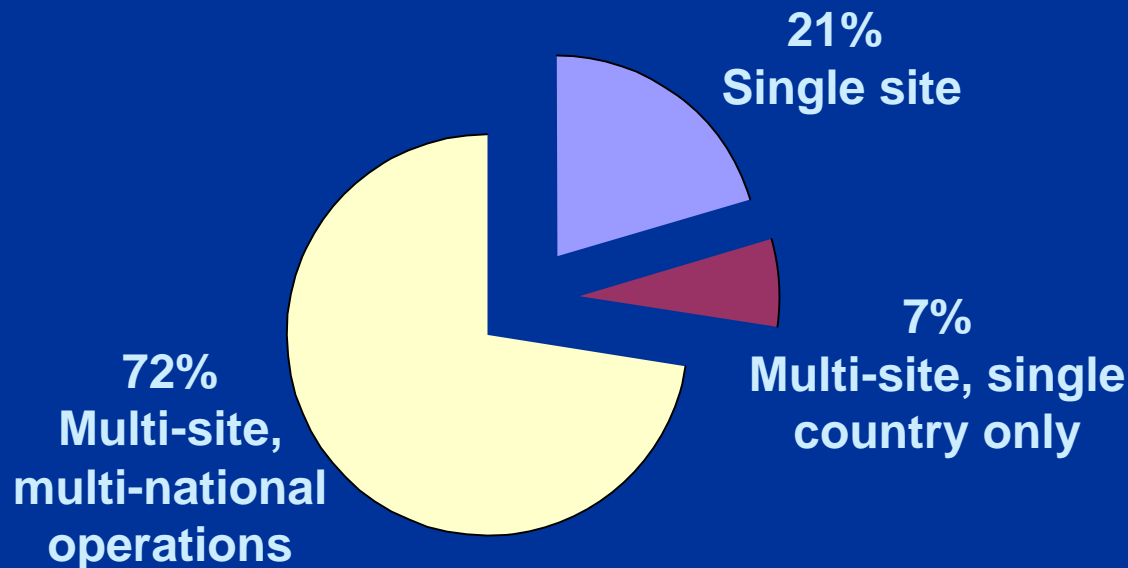
The benchmark class included the following 29 companies.

- 3M
- Agilent Technologies
- Analog Devices, Inc.
- Aventis Behring
- Baxter Healthcare
- Brooks Automation
- British Telecom
- Consolidated Container Company
- D.A.S
- DALSA Semiconductor
- DSM Chemicals, North America
- DSM Pharmaceuticals
- DuPont
- DuPont Fluoroproducts
- Eastman Kodak Company
- Eaton
- Ford Motor Co. Technical Service Hotline
- ILC Dover
- Intel
- Masterfoods
- Mayflower Vehicle Systems
- Medtronic
- NCR Corporation
- Raytheon
- Seagate Technology
- Solvay America
- Teradyne
- Xerox
- Yokogawa America

Benchmark Class Breakdown

Of the 29 companies surveyed, 21 respondents represent multi-site, multi-national operations.

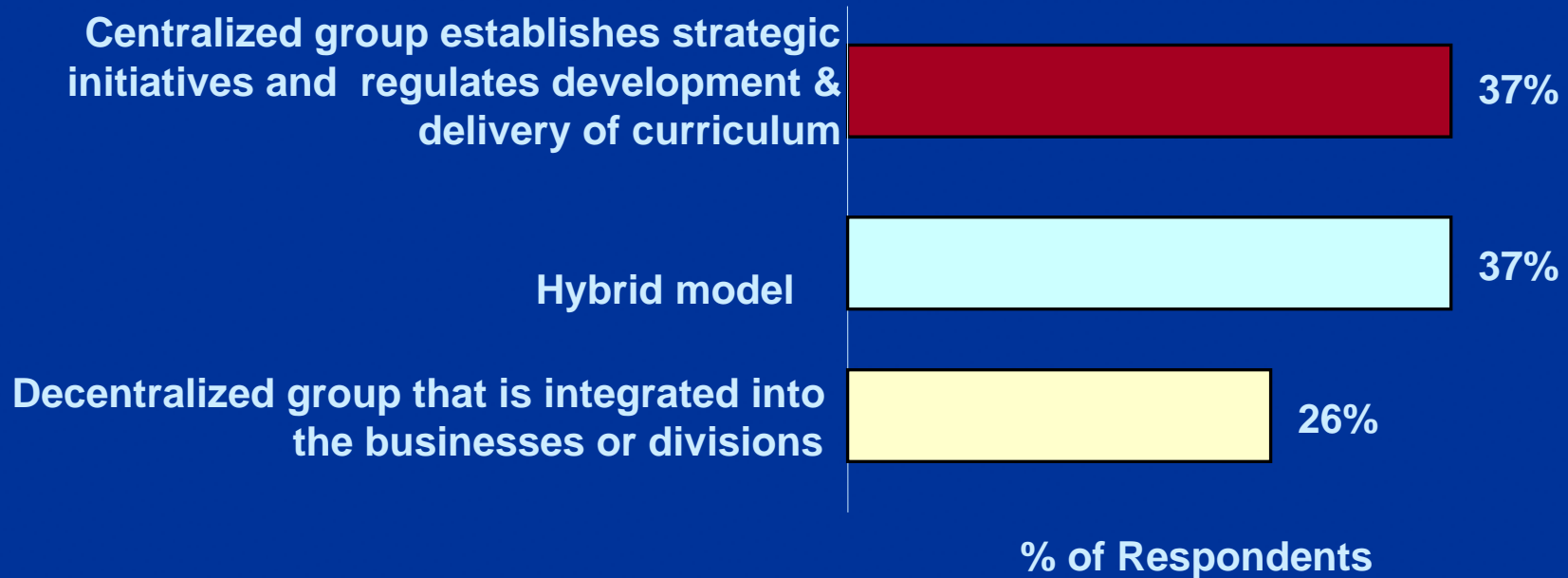
Scope of Operations



Decentralized vs. Centralized

Surveyed companies tend to operate with a centralized or hybrid training model. The typical hybrid model is a system with a centralized group setting strategy and initiatives with sites/business units executing against the strategic plans.

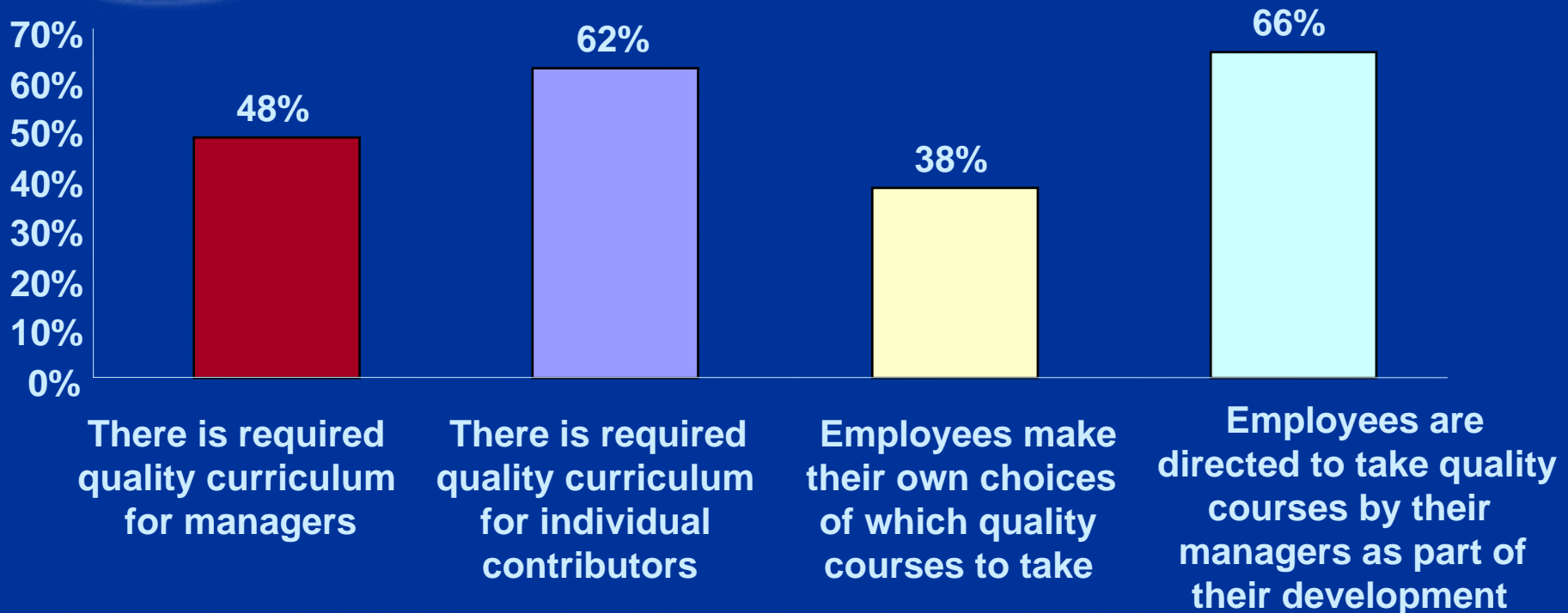
How does your company organize its Quality Education Service?



Quality Program Attributes

Companies report using a customized, but structured, quality training program – the most frequently reported program is customized by managers based on developed courses.

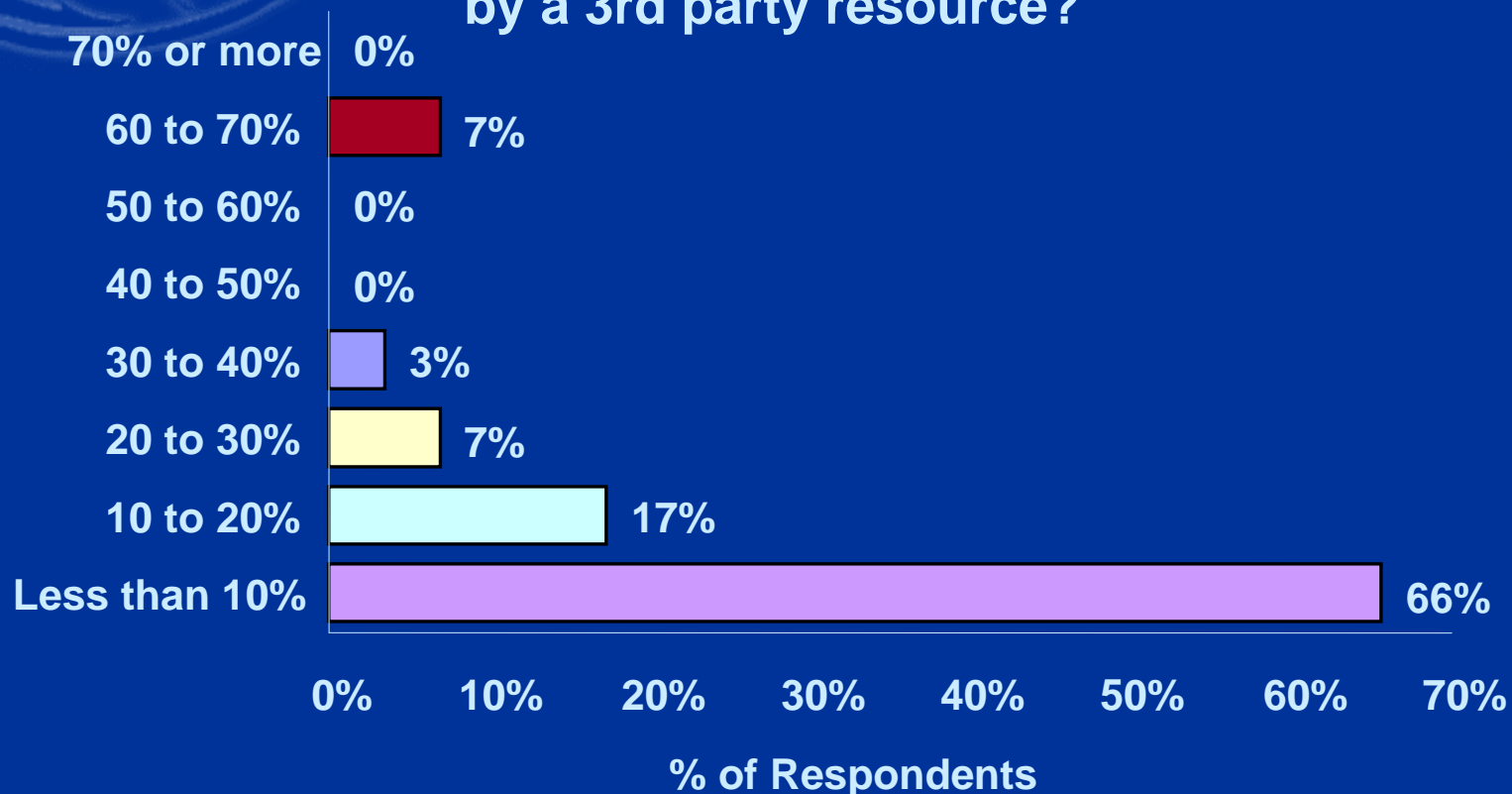
Which of the following apply to your quality curriculum?



In-house vs. Outsourced Training

Most surveyed companies keep the majority of training in house. 66% of the benchmark class report outsourcing less than 10% of quality training activities.

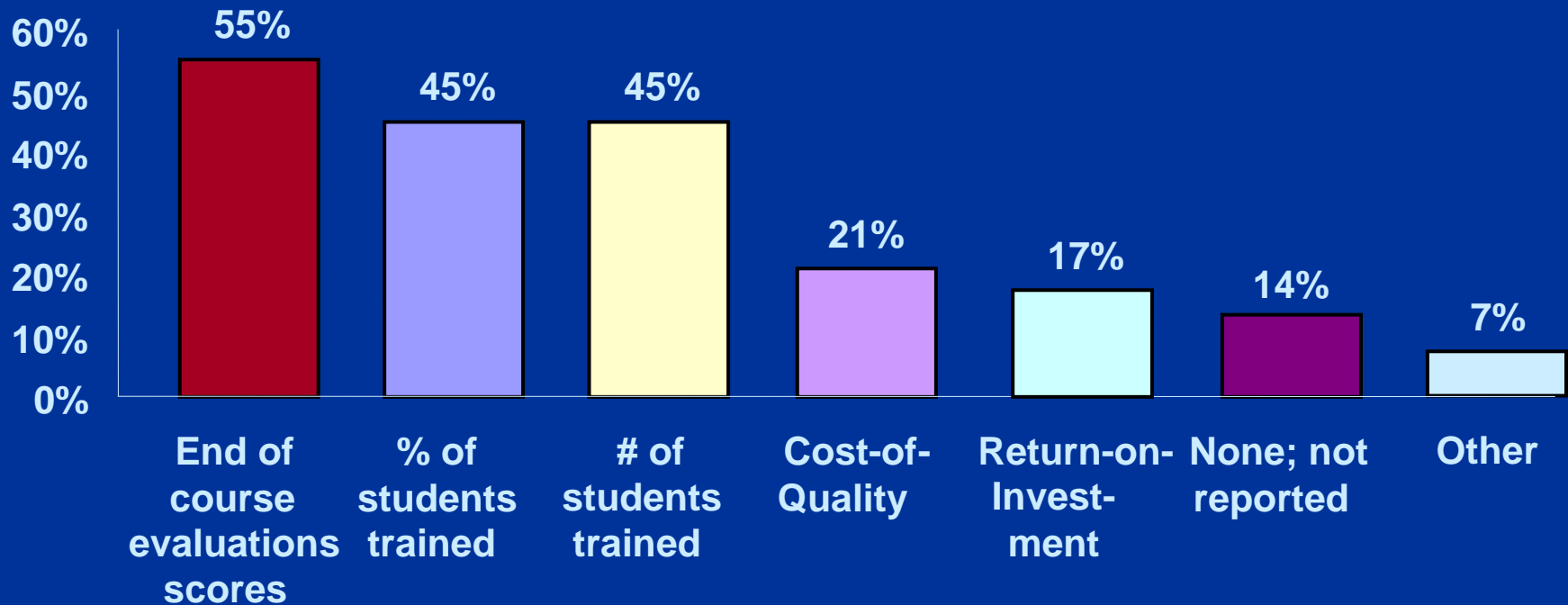
What percent of quality training is conducted by a 3rd party resource?



Training Measurement Tools

86% of surveyed companies use measures to gauge training performance. Most companies use at least three different metrics, the most frequently used metric is end-of-course evaluation scores.

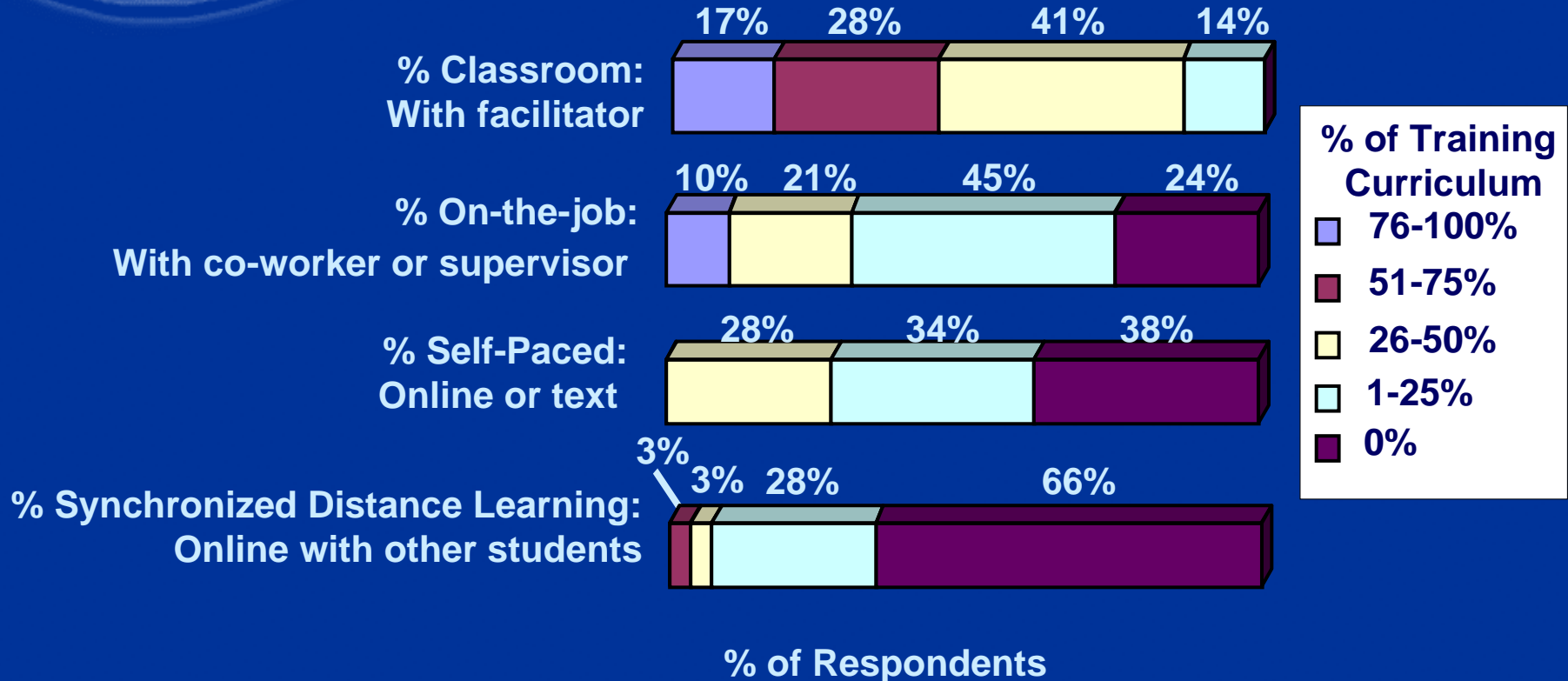
What metric does your company dashboard use to report on the effectiveness of quality training?



Training Methods

Surveyed companies primarily use classroom training for quality training. Synchronized distance learning is used least frequently – 66% of surveyed companies do not use this training method at all.

What method of presentation is used to conduct quality courses?



Capability Summary

Best Practices, LLC is a research and consulting firm that conducts work based on the simple yet profound principle that organizations can chart a course to superior economic performance by studying the best business practices, operating tactics and winning strategies of world-class companies.

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